

## HEALTH AND SAFETY CHARTER OF COMMITMENT

### HOTEL MAS DE L'OULIVIE

Due to the Covid-19 epidemic, we have implemented health security measures.

These measures have been defined according to the recommendations of the French Government and our professional industry of hotels, cafés and restaurants.

The purpose of this charter is to inform you on the sanitary measures and solutions that we implemented in our hotel (reception, rooms, restaurant, swimming pool, massage room, ...) to guarantee you a safe and pleasant stay.

Thanks to our large outdoor spaces, you can move freely and easily throughout the hotel. All common facilities will be accessible if you respect safety distance and barrier gestures and if you wear a mask (all clients aged 11 and more have to wear a mask in the common facilities).

Our hotel is committed to training its employees in procedures and ensuring their daily applications. Mr Alexandre Dubois has been designated the person responsible for ensuring the measures are observed and well respected. He remains at your disposal for any question you may ask him through the hotel email address.

Please find below a non-exhaustive list of all measures implemented which can only be effective with your support.

#### RECEPTION AREA

- Hydroalcoholic gel is available before the entrance hall for hand disinfection
- Toilet facilities are available next to the reception, with soap dispenser and with individual hand towels
- We ask our clients to respect safety distance in the waiting area
- Front desk fitted with protective plexiglass shield
- All our staff is equipped with a mask
- All clients receive a pre-stay email to inform them of all information about their future stay
- Invoices can be sent by email if wished by the client
- Room keys are disinfected before handing them to the client and after check out
- Encouraged payment by credit card (if possible without contact). Payment terminals are systematically disinfected after use

#### ROOMS

- Daily disinfection of all guest rooms (unless asked otherwise by the client) with a strict protocol using certified equipment and with a suitable virucidal disinfectant
- The bed and bathroom linens are washed at minimum 60 ° C with a professional disinfectant detergent
- Air conditioning and mechanical ventilation units are regularly checked and disinfected. Clients are asked prior to their arrival if they wish the air conditioning to be switched on prior to their check in
- Daily cleaning is made unless asked otherwise by the client
- Clients will be asked to leave their room door or windows opened when leaving definitively for a longer ventilation

## COMMON AREAS

- We ask our clients aged more than 11 to wear a mask in the common areas (reception, lounge and corridors)
- Hydroalcoholic gel is available in all common areas (living room, breakfast room, corridors, outside bar, ...)
- All common areas and contact areas are disinfected (door handles, light switches, ...) several times a day and surfaces are sanitized with stringent standards
- Digitized newspapers are available through the hotel mobile application

## OUTDOOR SWIMMING POOL

- Sunbeds, side tables and pole sunshade are disinfected after each client departure
- Used pool towels must be placed in the specific black baskets before leaving the pool area
- We ask our clients to respect safety distance in the pool area including in the swimming pool
- Soap dispenser is also available at the outside shower next to the pool

## RESTAURANT

- Room service breakfast is served in your room or on your private terrace
- Lunch and dinner is also served in room service
- Digitized bar and restaurant menus available online and through the hotel mobile application (plastified menus are still available and disinfected before each use)
- Disinfection of all common areas and contact areas (door handles, light switches, ...) several times a day. Sanitization of surfaces with a suitable virucidal disinfectant
- Inside bar fitted with protective plexiglass shield