



## Health-and-Safety Charter of Commitment – Louvre Hotels Group

Updated on 28 July 2020

Because your well-being and safety are our top priorities, we at Louvre Hotels Group have drawn up a specific Charter of Commitment for all our hotels.

**We are going one Health & Safety step further by monitoring every single new sanitary protocol implemented in all our hotels:**

100% of our hotels will be audited between July and September to ensure that both our staff and customers have fully adopted the new health & safety measures and barrier gestures as part of their daily routine.

**These audits will be carried out by our partners Merieux NutriSciences-France and NSF International, whose experts are dedicated to protecting the health and safety of consumers.**

In addition, Louvre Hotels Group's 800 hotels in France comply with the *“Notre établissement s’engage”* protocol established during the last Inter-ministerial Tourism Committee, as part of the collective health & safety reassurance effort instigated by the French government.

### OUR MAIN PRIORITY IS TO WELCOME YOU IN A SAFE ENVIRONMENT

The hygiene protocols in our hotels have been reinforced to guarantee a safe environment for you and our staff.

#### Our teams are trained and monitored on a regular basis

- A **contact person** has been appointed in every hotel to oversee the implementation of protective measures, **staff training, and compliance with safety guidelines**;
- All our staff members are **kept updated, specifically trained, and regularly assessed** on all new procedures;
- Adequate display of **safety guidelines and barrier gestures** for our staff;
- **Reinforced cleaning and sanitizing procedures** for the rooms and communal areas, several times a day (in particular: lift buttons every 2 hours, door handles, seats, tables, switches, floors, etc.);
- **Removal of all non-essential objects** in the rooms and communal areas (decorative cushions, plaids, pens, hospitality trays, etc.)

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**Facilities: safety comes first** (non-exhaustive list)

*The seminar rooms (respecting the instructions of 4m<sup>2</sup> per person), as well as the dining rooms, are starting to reopen in our establishments and an adapted catering offer is available in all our hotels.*

*Pools and spas are now open in certain hotels, when conditions allow.*

*Do not hesitate to contact your hotel directly to find out about the measures and services in place.*

- **Before you arrive**
    - We contact you to check your arrival time to ensure a smooth check-in and -out process,
    - As much as possible, we leave an interval of at least 24 hours between departures and arrivals of guests in any given room,
    - All keys/cards are thoroughly disinfected after every use,
    - The linen is washed and disinfected, along with every laundry area.
  
  - **When you arrive**
    - You will find hydroalcoholic gel dispensers at your disposal,
    - All our receptionists are wearing facemasks; they have hydroalcoholic gel dispensers and disinfecting wipes at hand to keep their workspace perfectly clean at all times; their workstations may also have been equipped with plastic protective screens or they wear plastic visors,
    - Lines of tape on the reception floor maintain a social distancing of 1.5 metre;
    - To keep contacts to a minimum, you can:
      - Pay for your stay by credit card (preferably); all credit card terminals are thoroughly cleaned before/after each use,
      - Order breakfast and dinner to take away, or to be delivered to your room for 4 & 5\* hotels (filmed for hygiene purposes).
  
  - **Throughout your stay**
    - Updated health and safety guidelines on display in the rooms and communal areas,
    - Traffic flow maps compliant with social distancing measures at your disposal (wherever possible),
    - Seating area at reception rearranged in compliance with the recommended 1.5-metre social distancing protocol,
    - Implementation of strict room cleaning and sanitizing protocols in compliance with health and safety procedures, using specific products as recommended (disinfection, frequent and thorough hand washing for our staff, step-by-step cleaning instructions, etc.),
    - Reinforced safety measures in all catering areas for breakfast / lunch / dinner in our restaurants and takeaway, in particular:
      - All catering staff must wear a facemask,
      - All catering staff must wash their hands every 30 minutes with antibacterial soap,
      - Strict disinfection and sanitization measures
      - Enforcement of 1-metre social distancing measures,
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- For security reasons and for your health protection, room cleaning is not guaranteed in the case of a stay of several nights in our 1 to 3\* hotels. It could be done on demand in our 4 & 5\* hotels by following a strict sanitary process
- **When you leave**
  - A basket or other container will be at your disposal to deposit your key/card (disinfected before and after each use).
  - Your invoice will be sent to you by email.

