

COVID-19

DEAR CUSTOMERS

HEALTH SAFETY AND CLEANING PROCEDURES IMPLEMENTED at the Hotel Caravelle - Ciboure

Our commitments:

Respect all the measures defined by the government, and those to come, to protect yourself and others from Coronavirus

Our concerns:

The health of our customers,

Our quality of service

Your comfort and your satisfaction

1. Customer reception :

At the entrance and inside the hotel, measures are put in place to manage the flows of customers during check-in and check-out, while ensuring rapid turnover of customers at counters

- **In common areas, such as the lobby and reception:**

- **Respect of social distancing :**

A distance of at least 1m between each person, marked by stickers on the floor

- **Prevention / barrier gestures**

- Hydro-alcoholic solutions available at the reception and on request.
 - Latex protective gloves available on request.
 - Disposable face mask available on request

2 Disinfection protocols and room cleaning

Our requirement is expressed here below in the list of disinfected places with their frequencies

<u>Disinfected places 4 times / day</u>	<u>Room cleaning</u>
entrance	All our staff are equipped with protective equipments
The reception counter (after each arrival and after each check out)	Laundry room physically divided into 2 separate areas: one for clean linen and one for the dirty linen
All door and windows including glazing and opening handles	Cleaning products used in compliance with all disinfection and environmental standards
Stairs and handrails	Cleaning of all linen with professional products
The toilets in the common areas	

The spa area (after use).	
The breakfast room	
All public areas	