

La Maison Douce ***



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Tél : 05.46.09.20.20

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Dear Guest,

We thank you for your interest in our establishment and for the confidence you have shown in us.

Given the exceptional circumstances we are going through, we wanted to share the following information with you before your arrival:

Our hotel welcomes you from July 03 until October 31

- **Special conditions on your arrival :**

When you arrive we will invite you to **wait** in the garden or in one of our lounges if **another group is present at the reception.**

The exteriors are spacious enough for everyone to enjoy while respecting the sanitary safety distances.

As usual, we will accompany you to your room, however we will explain its functionality from the threshold, the key will be inside.

Thus there will be no contact between the disinfection of the room, its key and your arrival.

- **Special conditions of circulation in the common parts of the hotel :**

Our establishment having a low capacity you will never be very numerous to frequent the common parts nevertheless it will be preferable **to wear a mask during your travels.**

We will keep **hydroalcoholic gel** at your disposal.

During your stay, we invite you to **favor entering and leaving the establishment by the night door** located in the garden. This will avoid passing in front of the reception where other customers meet

- **Special conditions of access to the breakfast service :**

The buffet formula is still maintained.

We will organize the buffet service in order **to respect the barrier gestures** while guaranteeing the gourmet and pleasant side of breakfast.

Wearing a mask will be compulsory in the buffet area.

The compulsory rubbing of your hands with hydroalcoholic gel on each back and forth in the buffet section.

For children, it is preferable that the accompanying adults serve the buffet.

We will ask you **to limit to and from the buffet as much as necessary.**

The deletion of many tables to guarantee sufficient distance forces us to resort to a larger renewal of the tables.

- **Special conditions for cleaning during your stay :**

For stays of less than three nights, our cleaning teams will intervene **only at your request.** It will be enough to put on your exterior door handle the sign provided for this purpose.

In order to avoid maximum manipulation of your personal effects, we kindly ask you **to consolidate your belongings before your departure.**

- **Special conditions on the day of departure :**

To help us **protect our staff**, we kindly ask you to **group the towels used in the bathroom.**

Please also **open the window** before leaving the room and **close your trash cans.**

We recommend the use of the credit card for any transaction.

You will **deposit your room key in the bin provided for this purpose** upon your departure.

As far as possible, we recommend that you do **not store your luggage.**

Your safety and that of our employees is our priority

First of all, know that to date our establishment does not have to report any case of proven contamination whether it is our customers or ourselves.

We have set up a Covid referent in charge of training and then verifying several times a day that the hygiene procedures and protocols are well respected by the staff and our customers.

Our cleaning procedures are coupled with disinfection procedures according to the following commitments:

All our rooms are ventilated 20 minutes before any cleaning procedure and all windows are open during all cleaning operations,

We wash our hands methodically before and after each cleaning.

We clean all the surfaces present in the room using traditional detergents so as to remove dirt, grease, dust and germs. Once the surfaces are clean, we apply a disinfectant using a spray. The whole is wiped with washable wipes. We use new wipes for each room cleaning after the departure of a client. These wipes are intensively washed at very high temperatures after each room cleaning.

Using disinfectants, we pay particular attention to frequently touched surfaces such as switches, door handles, remote controls and tap handles (see, at the bottom of this page *, all the other elements regularly disinfected in our Hotel),

All household linen (sheets, bathroom linen) is entrusted to a professional company which has implemented strict procedures for disinfecting the linen. We ourselves maintain the household linen which is washed at 60 ° C minimum.

Also note that we pay special attention to sofas, rugs, curtains and other soft and porous surfaces.

(*) Points of attention during our cleaning and disinfection procedures:

- Door handles
- Switches
- Remotes
- Tables
- Window sills and handles
- Keys
- Hair dryer
- Garbage cans and recycling bins
- Faucet and shower head
- Payment terminal

If you have any specific questions, please do not hesitate to contact us directly and we will be happy to answer them.

We remain at your disposal for any further information,

See you soon

The reception,



La Maison Douce

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