



MEASURES IN PLACE FOR THE REOPENING OF OUR HOTEL

In light of the Coronavirus (Covid-19) outbreak, we had to think about new ways to welcome you whilst maintain the highest standards of quality which define Emeraude Hotels. To this end, and following the governmental measures, we have reorganized our customer experience process.

Here are a few of our most important measures we have set up for the reopening of our hotel

HEALTH & SAFETY CHARTER

In the common spaces of the hotel



- Complete disinfection of the hotel (rooms and public spaces) before the reopening
- Use of accredited disinfectant detergent produces
- Creation of a traffic flow direction path in the public spaces to decrease interactions between our guests
- Ground marking to respect recommendations in terms of social distancing
- Reinforcement of the frequency of cleaning of the public spaces and elevators
- At night, installation of an air purifier through ozone generation

In your guestroom



- Change of the cleaning equipments between each room
- Installation of an air purifier through ozone generation in the guestroom after its cleaning, to disinfect the room completely
- 6-hour delay between the cleaning of the room and the arrival of the next guest.
- Delivery of your guestroom amenities in an individual courtesy bag upon check-in
- To avoid a maximum of interactions, rooms will be serviced every three days (change of towels upon request at all times)
- Delivery of additional towels and amenities in an individual bag, upon request

In our restaurant (upon reopening)



- Hand sanitising gel at disposal at the entrance of the restaurant.
- Respect of physical distancing through a reorganization of tables
- Signage in the restaurant to remind our guests to maintain social distancing

In our meeting rooms



- Hand sanitising gel at disposal in every meeting room
- Respect of social distancing in the set-up of the meeting room
- School or U-Shape with one person per table
- Reinforced cleaning protocole : increased frequency in the cleaning of washrooms, door knobs, elevator call buttons...
- Schedule of coffee breaks managed by the sales department to assign a dedicated time frame for each group.
- Change in the content of coffee breaks : individual settings distributed in individual bags.

PREVENTION MEASURES FOR OUR STAFF

AND YOUR SAFETY



- Training of our staff on epidemic barrier gestures
- Installation of a plastic partitions at the Front Desk
- Masks and gloves to be worn by the staff at all times
- Sanitising gel at disposition at their desk

TEMPORARY MEASURES



As a precautionary principle, we have decided to suspend temporarily luggage storage service and the access to our fitness and wellness areas.

Our restaurant is temporarily closed.

We will of course keep you updated on the evolution of the situation.

ADAPTATION OF OUR OFFER

A new customer journey

- Creation of two new breakfast offers, adapted in the respect of reinforced health and safety measures :
 - A continental breakfast offer, delivered to your room, at the rate of 9€ per person
 - A To-Go offer, practical for those eager to visit the city early, at the reduced rate of 5€ per person
- Setting-up of a snacking offer and beverage order - to replace the minibars in the guestrooms
- Development of our room service offer with new recipes from the Chef, for a gourmet meal in your room.
- At leisure, we will share our best addresses to visit and discover our region differently
- Update in our e-concierge service tool to learn about the services we offer, online.

WELCOME

CREATION OF A NEW SERVICE

For you, we are reinventing ourselves

Creation of a new Take-Out service for lunch only, with new Signature recipes of the Chef. Elaborated with seasonal produces, from local suppliers, these recipes are following the one rule of our Chef : freshness and taste at the heart of each recipe.



Recyclable bags, biodegradable packaging : the eco-labelled Best Western Plus Isidore Rennes had at stake to source eco-friendly suppliers for the packaging of this new offer.

Order by phone directly to the hotel, but also through the new Click and Collect menu on the restaurant [La Cocotte d'Isidore's website](#).

You may also find try this new menu by ordering room service to your room, for lunch or dinner.

TIME-SAVING AND SAFETY MEASURE

A dematerialized check-in



- Pre checkin by email before your arrival
- Check-in without any contact, through your phone or your tablet upon arrival at the Front Desk
- Payment of your stay by credit card upon checkout
- Email of your invoice
- Desinfection of the Point Of Sale Terminal before and after each of its use, as well as guestroom keys.
- Delivery of your courtesy bag upon check-in.

BOOK YOUR NEXT STAY WITH TOTAL PEACE OF MIND



A flexible offer

Plan your stay without any stress : all our rates have a flexible cancellation and modifiable policy (up to 24 hours prior to arrival). No deposit is required to confirm your booking.

FOR MORE INFORMATION

To know the evolution of the protocoles set in place by the French Government, please find hererafter two useful links :

[Measures of the French National Railway SNCF for your trips by train](#)

[Information](#) - from the French Government

LOOKING FORWARD TO WELCOMING YOU

To continue providing you with the best services possible, while preserving the safety of our guests and staff members, the measures communicated hereabove may evolve according to the recommandations of the French Government.

We have at heart to offer you the best stay possible during your trip to Rennes. For any additional questions, our Front Desk team will be happy to answer you.



EMERAUDE
HOTELS