



## 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 desinfectant 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
- 4-hour delay between the cleaning of the room and the arrival of the next guest.
- 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



- Booking in advance on our website recommended
- Hand sanitising gel at disposal at the entrance of the restaurant
- Respect of physical distancing through a reorganization of tables and 6 people per table maximum
- Signage in the restaurant to remind our guests to maintain social distancing
- Establishment of a dematerialized call-back log book
- Payment of the bill at the table

#### 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.

## 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 sauna and turkish bath.

Access to the gym is still possible as well as to the jacuzzi at the usual times but only on reservation of 45-minute slots at the reception.

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

## ADAPTATION OF OUR OFFER

### A new customer journey

- Breakfast offer, adapted in the respect of reinforced health and safety measures:
  - A buffet-Breakfast style, with provision of an individual clamp on every table, or breakfast in room, at the rate of 15€ 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

## 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.

## 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 protocols 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