

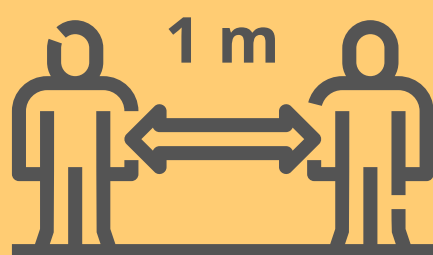
# Hotel certified COVID Safe OUR COVID-19 MEASURES



**COVID referee** appointed  
in each hotel



**Application of barrier gestures**  
staff, external services and clients



**Social distancing marks**  
to secure teams and clients



**Products and equipments**  
to guarantee the sanitary safety  
of teams and clients



**Reinforced cleaning**  
in all living areas :  
reception, common areas, rooms



**Complete sanitary guide**  
for all the services in the hotel  
and **continuous training** for all the staff



**Management protocol**  
for suspected & proven cases

**TOGETHER  
KEEP SAFE**

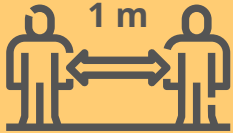
*Thank you*

# Hotel certified COVID Safe OUR COVID-19 MEASURES



**COVID Referee** appointed  
in each hotel

- Ensures the implementation of good practices
- Train all employees on the new procedures
- Putting up the mandatory signs in the common areas
- Set up a binder listing all the procedures (which can be put at the disposal of customers or authorities)
- Tracks all information transmitted to employees



**Social distancing marks**  
to secure teams and clients

- Ground markings and flow directions to avoid crossings
- Protective glass at the reception counter and at the cash desk
- Maximum two persons per lift
- Reorganization of the furniture in the common areas to ensure distancing
- Regulatory spacing of restaurant tables



**Reinforced cleaning**  
in all living areas :  
reception, common areas, rooms

- Wearing the mask is mandatory for teams
- Wearing of gloves for all manipulations in the bedroom and in the kitchen
- Reinforced cleaning protocol throughout the hotel
- Floor staff will not enter the guest's room during their stay.
- Systematic room change in case of malfunctioning
- Reinforced ventilation and disinfection of the rooms after each guest departure



**Management protocol**  
for suspected & proven cases

- List of health professionals around the hotel, available at the reception desk
- Health surveillance of personnel and suspension of the activity of any person presenting a risk or signs of contamination
- Registering all events related to VIDOC-19 in the institution (suspicion, proven cases)



**Application of barrier gestures**  
staff, external services and clients

- Display of barrier gestures at all crossing points
- Hydroalcoholic gel available at reception and at all entry points
- Posting of handwashing health service recommendations
- Strict protocol for laundry deliveries, goods and interventions of external service providers



**Products and equipments**  
to guarantee the sanitary safety  
of teams and clients

- Complete protective equipment for floor crews
- Protective glass at the reception counter and at the cash desk
- Non-contact faucet, soap dispenser and paper reel in communal washrooms
- Pedal bins in common areas



**Complete sanitary guide**  
for all the services in the hotel  
and continuous training for all the staff

- A complete health guide given to each staff member when they take up their post.
- Continuous staff training
- Constant updating of the health guide, according to the new recommendations of the Ministry of Health and Labour



*We care for you\**

\*Attentifs à votre bien-être

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