



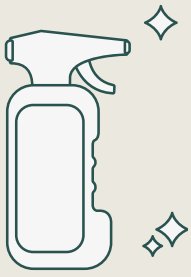
MEASURES IN PLACE FOR THE REOPENING OF OUR HOTEL

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 additional towels and amenities in an individual bag, upon request

In our restaurant



- 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.

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



Our measures change every day, our receptionists available 24 hours a day in the lobby can inform you everytime

ADAPTATION OF OUR OFFER

A new customer journey

WELCOME

- At leisure, we will share our best adresses to visit and discover our region differently
- Update in our e-concierge service tool to learn about the services we offer, online.

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 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 recommendations of the French Government.

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



EMERAUDE
HOTELS