

## ***Welcome to our hotel!***

In the context of the health crisis, which we are all going through, the Schoenenbourg has taken drastic measures to ensure you optimum protection during your stay.

Procedures and protocols, which can be strengthened or made more flexible, are in place to guarantee a high level of security. At the same time, your participation is essential for respecting barrier gestures both for you and for others. These conditions will allow you to approach your stay at the Schoenenbourg in a spirit of

SERENITY AND RELAXATION

### **General:**

- The Schoenenbourg, partner of the Best Western group, meets the certification of conformity of sanitary measures recommended by the national control office APAVE.
- Sterilization by UV-C lighting: Due to their effectiveness and their advantages UV-C is used in medical and hospital environments to sterilize instruments, worktops and air. Their use contributes to the prevention of contamination risks. As a precautionary measure to avoid any harmful effect on people, our hotel has taken measures to prevent any exposure to a possible human presence. Consult the documentation on this technology:  
[https://ec.europa.eu/health/sites/health/files/scientific\\_committees/scheer/docs/citizens\\_uvc\\_fr.pdf](https://ec.europa.eu/health/sites/health/files/scientific_committees/scheer/docs/citizens_uvc_fr.pdf)
- Air treatment of common areas: as part of the renovation of common areas in 2017, the hotel is now equipped with a dual-flow heating / air conditioning system that does not recycle the ambient air, but injects outside air into the common areas.
- These technologies do not replace the daily and continuous disinfection work of our team, but complement them to guarantee a higher level of security
- The hotel has regulatory protective equipment (masks, gloves, hydroalcoholic gel, staff temperature check on arrival, etc.) to guarantee the health of the team and all people in direct or indirect contact with the team

### **Front office:**

- Hydroalcoholic gel and will be readily available
- The front desk staff (and you) will be protected by plexiglass walls
- Front desk representatives will be wearing gloves and/or disinfecting their hands prior to handling any item to be transmitted to you
- The rear of the reception area as well as the lobby will be disinfected daily by UVC lighting, in addition to our manual disinfection protocol
- An e-concierge application available on mobile, tablet, and/or computer will give you access to all the useful information on the hotel, on nearby restaurants, the weather, a free newsstand and digital magazines, numbers local emergencies, online ordering of breakfast, restaurant, treatments, and many other features...
- A daily electronic journal and available in more than 20 languages can be emailed to you upon request
- Room cards will be returned by customers in a dedicated bin which will undergo a disinfection process over several days before being put back into circulation
- The pens used for signatures during registration, or other transaction, will be used by a single person, then placed in a specific bin for disinfection
- The credit card will be cleaned with a specific disinfectant wipe after each use
- Payment by credit card is preferred

### Room :

- Each room will also undergo disinfection and sterilization treatment by UV-C lighting before AND after the intervention of the maid for cleaning and disinfection of the room
- By default, to avoid any risk of contamination one way or the other, and so that you maintain your privacy, the room will not be cleaned for a stay of several nights
  - The reception can provide you with depleted amenities on request during your stay
  - A cleaning of the room during the stay can be carried out on request. Given the cleaning protocol in place with UV-C treatment before and after the maid's intervention, the room must be unoccupied for at least 90 minutes to carry out this intervention and an additional 30€ will be added to the bill.
- In order to guarantee a healthier environment and better control of the room cleanliness, all non-essential objects (courtesy tray, mini-bar drinks, brochures) will be removed from the room and stored in spaces free of any potential contamination. All these elements will be made available on request at reception and removed from the room after your departure for disinfection
- The pillows and duvets will be changed after the departure of each client and will undergo a disinfection process before being returned to the room
- The pillowcases, pillowcases, sheets, duvet covers will follow a strict washing protocol explained in the laundry section

### Laundry :

- Part of the laundry is handled by a third party which follows a strict laundry treatment protocol (washing temperature raised to 60 ° C, single direction of flow of laundry, training and strict protocol for people handling the laundry)
- The other part of the laundry is handled in-house using the same washing protocols and one-way laundry flow (our laundry room has 3 separate entrances)
- This space will also be subject to disinfection and sterilization treatment with UV-C lighting daily

### Breakfast :

- In order to avoid unnecessary risks with a self-serve buffet-style breakfast, the breakfast formulas which are available to you are breakfast in your room or to take away, which you can eat on our terrace if weather permits
- Breakfast will be ordered online via the e-concierge application by 7 p.m. the day before
- The range of breakfast products has been redesigned and adapted to offer an optimal level of security in all supply logistics up to your room
- The team will handle the products in compliance with our reinforced hygiene and sanitation rules
- The kitchen will also undergo disinfection and sterilization treatment with UV-C lighting daily
- The storage space will also be subject to disinfection and sterilization treatment with UV-C lighting daily and / or after each delivery

### Bar :

- The bar area will be refurbished in strict compliance with the rules of physical distance
- Hydroalcoholic gel will be available
- The bar area will also undergo a disinfection and sterilization treatment by UV-C lighting daily to strive that all the elements on display (dishes, bottles, etc.) stay virus free

### SPA area / Pools :

- The use of these spaces will be subject to the measures of the ARS (Regional Agency for Health) which will dictate the way we can make these spaces available to you and the standards to follow
  - As our SPA is a main feature of our hotel, we will do everything in our power to allow you to make the most of these spaces
  - We will strictly respect the ARS guidelines and will certainly go above and beyond to guarantee you a higher level of security
- As the SPA and swimming pool are shared spaces, you are asked to take a responsible and social distancing attitude, to reduce the health risk on the one hand, but also so we can keep operating this area, which would be forced to shut down if rules were not followed.
- The SPA area will also be the subject of a disinfection and sterilization treatment by UV-C lighting daily to try to achieve a virus-free zone

### Fitness :

- The fitness area will be subject to daily disinfection and sterilization treatment with UV-C lighting
- Space can only be used by one family at a time
- In order not to delay your use of this area by a thorough disinfection process between each user, we will have a wall dispensary of hydroalcoholic gel and will provide you with a small towel which will allow you to disinfect all surfaces / buttons which you might touch

### Team Training / protocols:

- The hotel team is committed to welcome you the best way possible
- Best Western has provided training material, cleaning guidelines and protocols which each member of the team has read and will scrupulously follow in the course of his work to guarantee his safety, the safety of colleagues, and yours
- A health and safety representative has been appointed to assist management in ensuring procedures are being followed

### Sustainable development / environment:

- We are certified with the “Clef Verte” (green key) label, which is the 1st green tourism label in France
- You can download and read our “environmental commitment” listing in a non-exhaustive manner our environmental measures on the home page of our website.

### Choice of partners / suppliers:

- We carefully select choose our partners and suppliers based on their ability to guarantee a level of security that meets our expectations and yours.

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