



# BLACK BASS

HOTEL ANNECY

COVID-19

**SANITARY MEASURES PROTOCOL**

LAVOREL HOTELS

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May 2020





# INTRODUCTION

The purpose of this protocol is to communicate with you our sanitary measures implemented in all the Lavorel Hotels properties.

These measures have been established in regards of the most up to date information available from WHO and the ministries of health and labor.

Our priority is your health and that of our employees. You will find in our establishment various displays and signs indicating the attitudes to adopt and the directional flows to respect. We thank you all very much for your vigilance.

Even if our teams are less physically close to you, our desire to support you and advise you the best way during your stay remains intact.

Sincerely,  
The management

# FOUR BARRIER ACTIONS

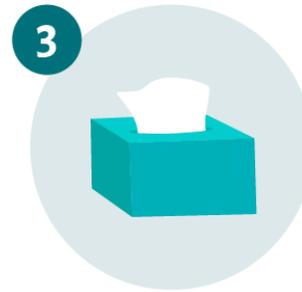
Four barrier gestures **are essential to guarantee safety** in our property:



1  
Wash your hands  
regularly



2  
Sneeze or cough  
in your elbow



3  
Use a single-use  
tissue



4  
Wear a disposable  
mask if sick



You will be able to see different **displays in our establishment allowing to remind you of the barrier gestures to adopt.** We thank you for respecting them.

# SUMMARY

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General sanitary measures

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How our employees are equipped to welcome you?

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3

What are the measures implemented to welcome you?

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1.

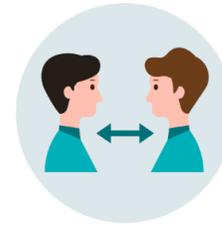
# General sanitary measures

# WHAT ARE THE RISKS OF TRANSMITTING COVID-19?

The disease is spread by **droplets** (secretions that are invisible when you talk, sneeze, or cough). It is therefore considered that close contact with a sick person is necessary to transmit the disease: same living place, direct contact within a meter during a conversation, a cough, a sneeze or in the absence of protective measures. One of the other preferred vectors for the transmission of the virus is **contact with unwashed hands contaminated by droplets**.

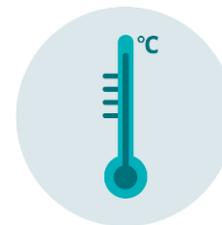
Therefore barrier gestures and social distancing measures are essential to protect oneself from illness.

## How is it transmitted ?



Face to face for at least 15 minutes and by projection of droplets.

## What are the signs?



Fever, cough, tiredness, breathing difficulties, headache, throat ache, soreness, loss of taste and smell.

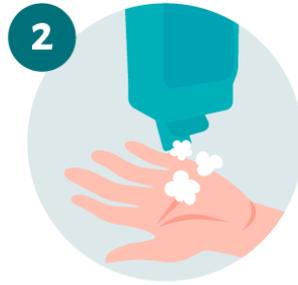


We kindly ask you to **contact the reception and to stay in your room** in case of any illness symptoms.

# HAND HYGIENE, HOW TO PROTECT YOURSELF?



Wet your hands with water



Pour some soap



Rub your hands palm to palm



Rub back of each hand



Rub between your fingers



Rub the back of the opposite hand



Rub each thumb of both hands



Wash your nails and fingertips



Rinse your hands with water



Dry your hands with a single-use towel



Use the towel to turn off the tap



Your hands are clean!

# HOW TO WEAR A MASK?



1 Wash your hands



2 Turn your mask the right direction (rigid edge upwards, white side towards you)



3 Attach the top of your mask



4 Pinch the rigid edge to adjust it to your nose



5 Attach the bottom of your mask



6 To remove it, only touch the fasteners



7 Throw your mask in a suitable bin and wash your hands

# PREVENTION FACILITY

**The phone number of a doctor or the emergencies** are at your disposal at the reception in case of symptoms. We have a **contactless thermometer** at your disposal in case of suspected symptoms.

We have the following medical devices: **disposable masks and gloves, hydro-alcoholic gel and disinfectant cleaning products for surfaces.**



# 2.

How our employees are equipped to welcome you in good conditions?

# YOUR CONTACT PERSON IN CASE OF QUESTIONS AND NEEDS

Each **director** will be the **COVID referent** for the establishment.  
He manages to apply the health recommendations and obligations .



Do not hesitate to **ask at the reception for any questions** related to the measures implemented due to COVID-19.

# BEFORE ARRIVING AT WORK

We **daily**  
**carefully** check that:



Our at-risk employees **stay at home**



Our on-site employees have **no symptoms**

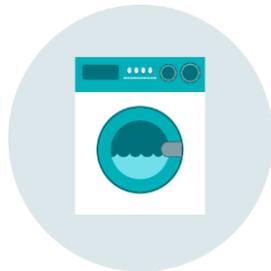


Our employees **stay at home for 15 days** if they have been in contact with a person infected by COVID-19

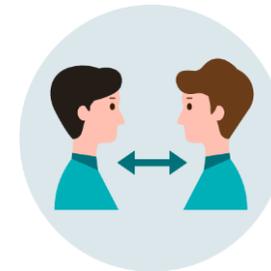
# DURING WORK TIME



Our employees are all equipped **with disposable masks and gloves, hydro-alcoholic gel and visors** according to the department they are working in



The uniforms of our employees are **all washed at +60° and are changed daily.**



All our employees **work individually** in order to respect social distancing.

# 3.

What are the measures  
implemented to welcome you?

# INFORMATION

1

Before your arrival, we will inform you of the **property's sanitary measures protocol**.

2

We remind you of the instructions to follow through several displays in the various areas of the establishment (lobby, reception, bathrooms, elevators, etc.).

3

We kindly ask you to respect **social distancing** (minimum 2 meters) with our employees and the other guests.

4

We have **updated our catering offers** and you will be informed of its specifics upon arrival at the hotel.

5

We thank you for **not taking the elevator with another customer**.

# YOUR WELCOME AT THE RECEPTION

## For the best welcome:

- 🐟 We remind you of the barrier gestures.
- 🐟 We will provide you with hydro-alcoholic gel.
- 🐟 Take care to respect the directional flows marked on the floor in order to avoid crossing other customers.
- 🐟 We offer online check-in. You will receive an email the day of your arrival.
- 🐟 We offer online check-out. You can have your room key in a box provided for this purpose to avoid contact.



# YOUR WELCOME AT THE RECEPTION

## For the best welcome:

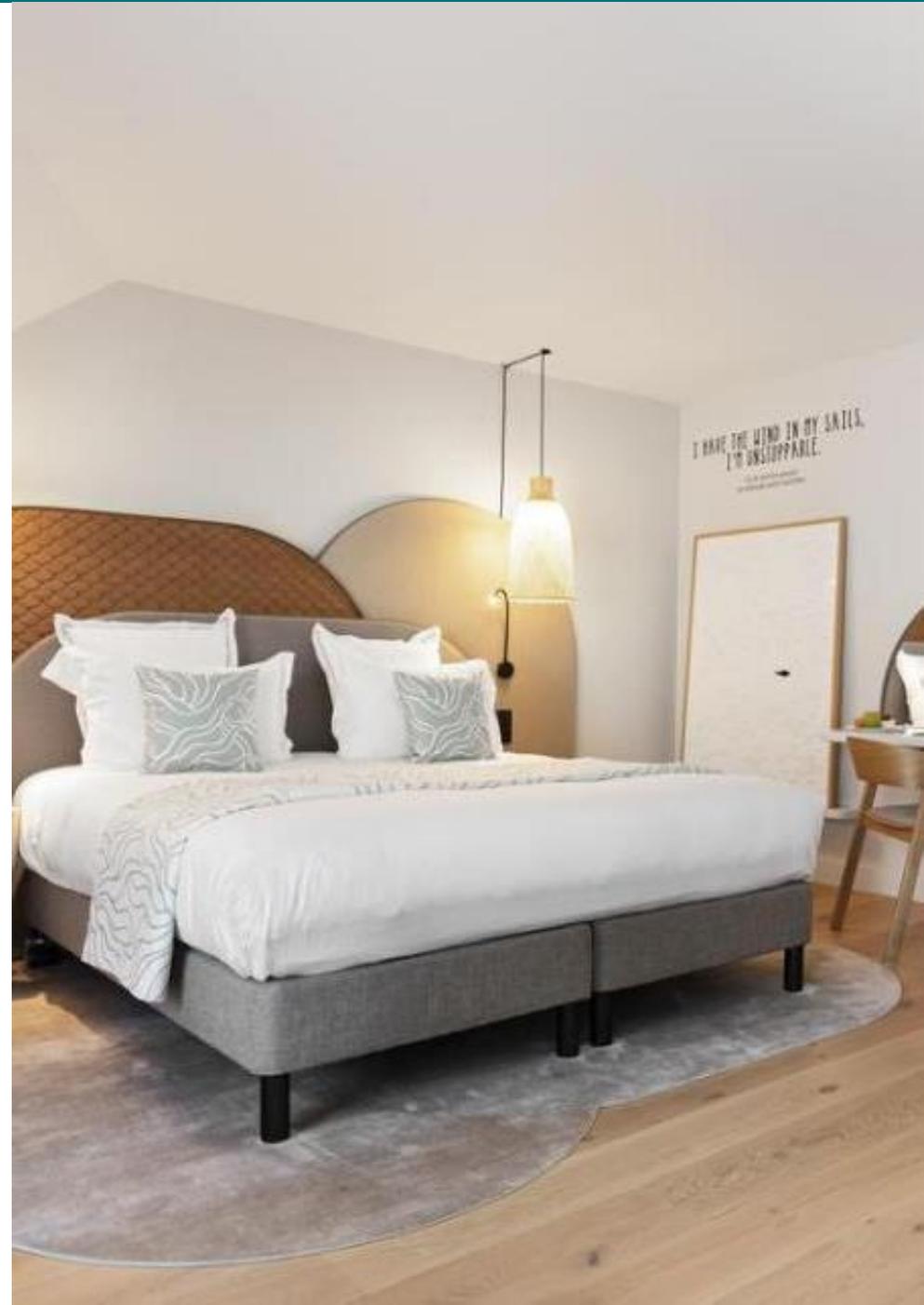
- 🐟 We kindly ask you **to favor credit card payments** as much as possible to limit contact.
- 🐟 All **POS terminals are disinfected**.
- 🐟 The reception is equipped with a **protection shield**.
- 🐟 Our receptionists **wear gloves** to limit physical contacts.
- 🐟 We favor the **invoice sending by email** to limit contacts.
- 🐟 Frequently touched surfaces are **cleaned and disinfected regularly**



# THE CLEANING OF YOUR ROOM

## The various services :

- 🐟 The cleaning of the air filters of the air conditioning system **is reinforced**.
- 🐟 We suggest to avoid **turn down service** to reduce contact with the housekeeping.
- 🐟 We have deleted the following items in the room: room directory and spa menu (replaced by a **QR code** directly viewable on your smartphone), cushions.
- 🐟 We have withdrawn the mini bar items and thank you for favoring **room service or bar service**.



# THE CLEANING OF YOUR ROOM

## The various services :

- 🐟 The room will be **ventilated** during cleaning (15' minimum).
- 🐟 The TV remote control **will be protected** by a plastic protection and cleaned daily.
- 🐟 Door handles, nightstands and other surfaces will be **disinfected daily**.
- 🐟 Our housekeeping staff will be equipped with **cleaning gloves**.
- 🐟 Vacuums will be **cleaned daily**.



# OUR CATERING OFFERS

**New health recommendations oblige us to adapt our offers:**

- 🐟 We will **no longer offer a buffet breakfast.**
- 🐟 Thank you for favoring **room service**, by dialing 9.
- 🐟 For room service, we will leave **the tray in front of your door** and will not enter the room.
- 🐟 Our employees serving you will wear **gloves and a mask.**
- 🐟 We provide you with **new take-away offers.**



# IN THE KITCHEN

## How our chef and his team protect you?

- 🐟 Upon receiving of goods, we **handle all our products with great care.**
- 🐟 Our staff is equipped with **masks, gloves and visors** in the kitchen.
- 🐟 We demand that our suppliers **deliver us with a mask.**
- 🐟 The goods reception area is **cleaned regularly.**
- 🐟 Fruits and vegetables are **decontaminated with SumaChlor (D4.4).**
- 🐟 All packaging are **disinfected before being stored** in our cold rooms.
- 🐟 **Worktops** are regularly cleaned.
- 🐟 We make sure that our kitchen porters **wash the dishes at +60°.**





# HAVE A GOOD STAY !

We hope that all the measures implemented **will make you feel safe** in our property. Do not hesitate to ask **our Director, COVID referent of the establishment**, in case of any questions.

We wish you a pleasant stay in our hotel.

Remain vigilant and take care of yourself.

Sincerely,  
The management



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