



LA VILLA —DUFLOT—

DIRECTORY BOOK

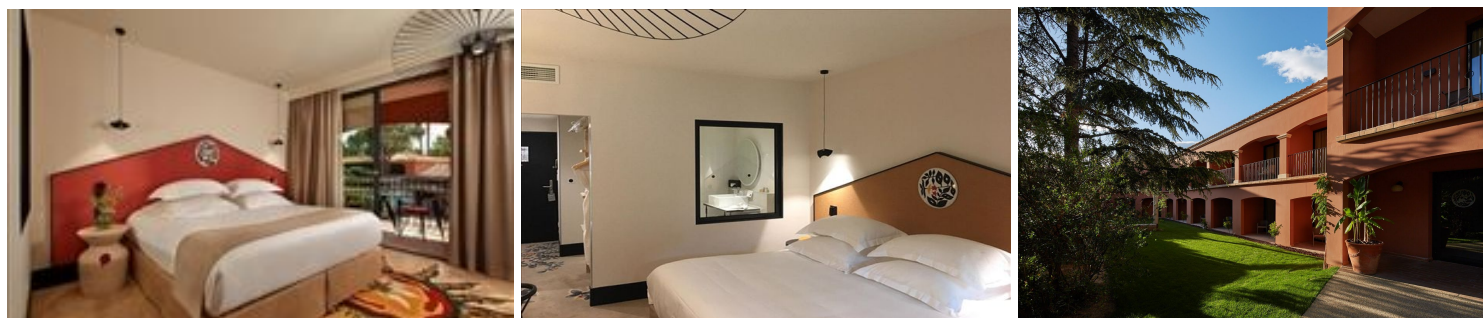


Customer Service Information

Access and Reservation:

The Villa Duflot Hotel will be open from **Monday May 11th 2020**, only to the hotel guests who already have a booking.

Reservation on our website: www.villa-duflot.com



Requests for separate beds and baby cots must be asked at least the day before your arrival.

Arrival time:

Arrival from 4 p.m. to respect the 4-hours delay between each client.

Please follow the instructions and use the hydro alcoholic gel before entering. The main entrance is equipped with automatic doors.

We count on your diligence to respect the safety distances between staff and other customers (1m to 1.5m) and the traffic markings.

Check-in at the front desk:

Presentation of the credit card you used for the reservation.

A credit-card pre-authorization of the amount of your stay will be operated.

Again, it is important to respect the safety distances

Stay instructions:

During your stay, disinfect your hands regularly, respect the distances with other customers and our co-workers, follow the markings on the ground.

Room cleaning:

If your stay is planned for several nights, a daily cleaning of the room can be carried out, on request.

Please notify the receptionists before 7pm, the day before.

Welcome products:

Non-hygienic hospitality products will be available on request at the reception.

Breakfast:

A continental breakfast can be served in your room from 7 a.m. to 9:30 a.m. for 18 € per person.

Please make your order by telephone the day before.

Catering:

The bar and restaurant spaces will not be accessible.

Bar: You can order from your room and come to collect your drinks at the defined collection point.

Restaurant: Our catering service is closed; we can offer you different snacks to take away at the defined collection point.

Elevator:

Only one person at the same time can use the elevator.

Swimming Pool:

Swimming pool open on 21st of May 2020

Outdoor spaces:

The outdoor spaces are accessible to customers while respecting a distance of at least 1 meter between each other.

Laundry:

The laundry service is temporarily closed.

Safe in room:

Correctly respect the instructions to use the safe. In case of blockade, we will not be able to intervene in your room.

Departure:

Please leave the room at 11 a.m. at the latest.

The keys will be delivered in a container provided at the Reception desk. The pre-authorization made upon arrival will be charged according to the amount of the final invoice. The final invoice will be sent to you by email.

The establishment will not allow entrance to non-residents of the hotel.

Our service offer will be evolving according to the authorizations and recommendations.

Thanking you in advance for your understanding and contribution to everyone's safety.

Hotel Management

To call Reception, dial 9 from your room.

PRECAUTIONS AND HYGIENE VILLA DUFLOT

Renovations in the Hotel:

For several weeks, with the help of our local service providers, we have completely replaced the AIR CONDITIONING system. Each bedroom has its NEW and INDEPENDENT unit.

We had built 23 new rooms last spring; and have redone painting in the 29 traditional rooms.

You will therefore have 52 perfectly clean rooms.

Cleaning and amenities:

On your arrival, at the reception area, hydro-alcoholic gel and disposable handkerchiefs will be given to you. However, for your personal comfort, we recommend that you bring your own equipment.

We equip our services with specific cleaning products (Bactericide, fungicide, virucide) and protective equipment (masks, gloves).

The FRONT DESK will be protected by a GLASS SEPARATION for a more optimal and ECOLOGICAL cleaning than a plexiglass solution.

Other hydroalcoholic gel dispensers will be installed in the different common areas and at different key points.

We have redesigned the COMMON SPACES for more fluid circulation. They are cleaned:

- 3 times a day: Entrance, Hall, Lounges, Corridors and Sanitary
- 3 times a day: all contact points (handles, tables, telephones, computers...)
- 2 times a day: service rooms (laundries)

The ROOMS and their BATHROOM are the center point of our concerns:

- Rooms will be fully ventilated between 2 clients,
- Checking and cleaning the air treatment system,
- Your welcome products (pens, notebook, flyers, shoe sponges, shoe horn, shower cap, Vanity Set) will be available at the reception,
- Hygiene products will be changed even if they have not been used,
- The linen is treated in external and internal laundry with reinforced control of temperature and products,
- Room cleaning time increased,
- The contact points (door handles, switches, remote controls) are cleaned with an antiviral disinfectant.
- Cleaning equipment will be disinfected at the end of each service.

Protocols:

Staff will wear a mask and, floor service teams will wear gloves and overall.

Application of barrier actions and basic recommendations,

Information, affichage et using of customer, employee, supplier and subcontractor protocols,

A technical sheets for each working post, is established according to interdepartmental and professional recommendations.