

## **Traveller Information: COVID-19 Update**

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

The wellbeing of our guests and associates is of paramount importance.

### **Our cancellation policy :**

Given the flexibility that our clients need at this time, we have implemented the following policies:

#### **Regarding reservations already made**

**Bookings made before 20 March 2020** can be modified for bookings up to August 31th 2020, please note that there are **additional information**:

- If you cancel a fare that required a deposit or payment in advance, we will make every effort to proceed with your request as soon as possible. Refunds will be processed in the form of a voucher **for the value of the original reservation**, valid for 18 months in the hotel.
- Exclusions may apply to certain periods with restrictions regarding special events or weeks of high demand.
- To modify or cancel a booking, please contact our team.
  - Mail: [reception@hotelatgaredunord.com](mailto:reception@hotelatgaredunord.com)
  - Phone: +33 1 40 35 29 29

We are closely monitoring the situation and shall revise our policy if necessary.

## Regarding new reservations

We would like to help you to plan your trip and make your arrangements peacefully. We therefore have several options to help customers adjust their travel plans if necessary:

- **Book now, pay later:** this rate is a flexible offer. No deposit required and cancellation possible up to 24 hours before your visit for direct reservations: the trip planning is non-binding.
- **Book now, we offer you a cancellation insurance:** this rate is a prepaid, non-cancellable, non-refundable and non-changeable offer. It is the best offer of the hotel. In this option, we include breakfast as well as cancellation insurance so that you can enjoy the best rate with a complete peace of mind.

## **Our commitment to hygiene and cleanliness:**

Hygiene and cleanliness are subjects that are particularly important to us, which is why we are implementing additional measures to ensure the safety of our customers and employees. Every day, the hotel ensures that the latest guidelines in terms of hygiene and cleaning are respected. The health and safety measures implemented in the hotel are designed to combat a wide range of infections, including COVID-19, and cover a wide range of aspects from hand sanitization to the recommended use of cleansers as well as cleaning procedures for the rooms and common areas.

The main measures taken are as follows:

**Employees' health, safety and knowledge:** The hotel's employees, along with their health, safety and knowledge, are fundamental to an effective cleaning program. Here are the measures in place:

- **Hand hygiene:** Proper and frequent hand washing is essential to avoid the spread of viruses. During our daily meetings, we remind our teams that cleanliness begins with this simple gesture, which is as important for their health as it is for that of our customers.
- **Ongoing training:** in addition to training on maintenance and hygiene protocols, our hotel employees also receive enhanced training to raise their awareness of COVID-19.
- **Real-time information:** our team is on alert 24/7 to support the hotel and coordinate our actions with local and regional authorities.

**Social distancing:** in order to avoid any risk of propagation, a distance of at least 1m50 (4.92 feet) will be respected (ground markings).

**Cleaning products and protocols:** our hotel uses cleaning products and protocols that are effective against viruses according to EN1476 and A2 standards, in particular in the following areas:

- **Rooms:** our hotel uses cleaning and disinfection protocols to clean the rooms after each departure and before each arrival, paying particular attention to the components most frequently touched by hands.
- **Public areas:** the hotel has increased its frequency of cleaning and disinfection of public areas, including reception counters, elevators and their commands, door handles, public toilets and even room keys.
- **Behind the scenes:** our hotel has implemented a sanitation protocol and appointed a COVID-19 ambassador. Our hotel is increasing cleaning frequencies in spaces where our employees work "behind the scenes", focusing on the areas most touched by hands such as staff entrances, changing rooms, laundry rooms and offices.