

HEALTH CHARTER HOTEL BAMBOU POST COVID-19

#HBtogetheragain
#staysafe

We are committed to protecting the health of our employees and the well-being of our guests. This charter is a summary of the practices we have committed to respecting and enforcing, to make our guests' experience at Hôtel Bambou safe and memorable.

STAY SAFE WITH



TRAINED, ATTENTIVE STAFF
Careful to do what matters most



YOUR WELL-BEING IS OUR PRIORITY

We are focused on meeting your needs while complying with current health guidelines



A WARM AND FRIENDLY WELCOME
Showing the passion for service that inspires us



**POST-COVID-19
HYGIENE
PROGRAM**



VIGILANCE FOR ALL

Accessibility for customers with special needs

QUALITY SERVICE
As we strive to continue and adapt our services



SIMPLE, CLEAR COMMUNICATION

A health charter and documentation are available

A HEALTHY ENVIRONMENT
Health protocols are applied to every service



GENERAL CONDITIONS AND PROTOCOLS

MANAGEMENT OF HEALTH SECURITY WITHIN THE HOTEL

Support provided by an occupational safety consultant, responsible for ensuring that all CO-VID-19 prevention measures are taken

Selection of **expert advisers**, and the establishment of a **task team** on health safety practices to reinforce the work of our Social and Economic Committee

Reinforced monitoring and updating of procedures

Continuation and optimization of our **quality of service** and the **customer experience**



For our teams

- **Training** and regular implementation of safety and hygiene protocols. Providing **protocols that apply to their work.**
- Maintaining **social distancing** of at least 1.5 meters.
- **Contact-free** hand sanitizer dispensers at key locations.
- Disinfection of high contact areas every 3 hours.
- **Washing hands** hourly for at least 20 seconds
- **Personal protective** equipment.



For our guests

- We encourage our guests to **disinfect their hands upon arrival**
- We ask them to wash their hands and to use the non-contact hand sanitizer stations regularly throughout their stay.
- We share all our **safety and hygiene protocols** with them.
- We disinfect all high contact points after **check-in and check-out.**
- We have reorganized our facilities to respect **social distancing** guidelines.
- We are particularly attentive to the well-being and satisfaction of our guests within the limits of current health restrictions.



Cleaning and disinfection

We only use antibacterial, antiviral cleaning products.

- **Public areas:** Common areas are now cleaned more frequently, with extra attention paid to surfaces such as entrance doors, handrails, tables, chairs, arm-chairs, sitting areas, garbage cans and elevators (PRM). Our swimming pools and the surrounding areas are carefully cleaned and disinfected every day, as well as all mattresses and deckchairs, including those on the beach.

- **Housekeeping:** All work equipment is disinfected at the beginning and end of each service period. This includes the housekeeping carts, serving tables, locker rooms, etc.

All contact points in each room are carefully cleaned, particularly the door handles, light switches, furniture, TV, tables, chairs, remote control, telephone, refrigerator, bathroom (including shower, toilet, shower screen, and mirrors), drawers and floor.

Whenever occupancy permits, an additional waiting period is observed between two rentals.

- **Dining:** Strict hygiene procedures for staff are enforced and logged.

Our employees wear masks at all times while on the property.

Dishes and all other items used during food service are disinfected: tables, chairs, trays, etc. Depending on the point of sale, we use either digital menus (accessible via the guest's mobile phone) or chalkboards handled only by staff members. All meals are protected when served. The buffets have been arranged to respect social distancing and health safety guidelines.

- **Transport:** Our partners are committed to respecting all hygiene measures, and their vehicles are disinfected after each use.
- **Experiences:** We share these practices with our guests so that they can follow the appropriate hygiene procedures when using the swimming pools, beach, restaurants, bars, and common areas.
We are committed to making these practices as simple and clear as possible. In every area, all objects are disinfected, maximum capacities are respected, and social distancing is mandatory.
We offer health and safety recommendations for guests' outings on the island.



Employee and guest health

Our teams are prepared to report any suspected cases of COVID-19. We tell all our guests how to inform staff in case of symptoms. If a suspected case or symptoms of COVID-19 are confirmed, the individual(s) will be placed in isolation. If the individual is a staff member, they will be asked to go home and contact their doctor as quickly as possible. The procedure for cleaning infected premises will be applied.

OUR « EXTRA » COMMITMENTS

Hôtel Bambou is committed to:

LIMITING

the environmental impact of all procedures implemented to control the spread of COVID-19.

FIGHTING

all forms of waste and strengthening our efforts to protect the environment and support local biodiversity.

ENSURING

accessibility and adapting its health protocols for guests requiring special assistance.



Hôtel Bambou, Optimal safety, MAXIMUM FUN

All our practices will be available soon at www.hotelbambou.fr