



PRINCE DE GALLES
HOTEL
PARIS



**HOTEL PRINCE DE GALLES PARIS'
ENHANCED SAFETY PROTOCOLS**



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Welcome Back

Your well-being,

OUR NUMBER ONE PRIORITY

AS WE WELCOME YOU BACK TO PRINCE DE GALLES, A LUXURY COLLECTION HOTEL IN PARIS, WE ARE COMMITTED TO PROVIDING YOU WITH A SAFE ENVIRONMENT, BY INTRODUCING VERY STRICT HEALTH AND SAFETY MEASURES, IN LINE WITH THE RECOMMENDATIONS OF THE GOVERNMENT AND HEALTH AUTHORITIES.



Compliance with Marriott International Commitment to Cleanliness protocol and Marriott International Luxury Brands guidelines



Safeguard Certification by Bureau Véritas, which verifies compliance to the health protocols against Covid-19



Collaboration with our trusted partner Ecolab, a global leader in water, hygiene and infection prevention solutions and services



World Health Organization

In compliance with the WHO guidelines





Our Commitment

TO CLEAN



In partnership with **Ecolab** and under the guidance of Marriott Global Cleanliness Council, a new breed of **hospitality cleanliness standards** have been developed



Enhanced **cleaning and disinfection processes** have been applied in all our public areas, guestrooms, back of the house and particularly at high touching points



Deep and hygienic cleaning with **Electrostatic Sprayer** is used in all our hotel surfaces



Strict **PPE protocols** are adapted by our housekeeping associates



Taking care

OF OUR GUESTS AND ASSOCIATES IS OUR PRIORITY



Sanitary diagnostic survey Covid-19 provided for all our associates



Temperature checks available upon request for all our associates and guests



Pre arrival letter with hotel guidance and hygiene measures in place sent prior to guests arrival



Personal Protection Equipment (PPE) available for all our associates and guests



24/7 **Doctor** on call trained in Covid-19 response



Assignment of the hotel **Cleanliness Champion** securing the highest level of hygiene at all times



Associates trained on **sanitary protocols** to offer the most comfortable experience and provide any assistance needed



Housekeeping



We have increased the cleaning and disinfection **frequency**, particularly in **areas with high traffic** including restrooms, elevators, and escalators as well as provided more hand sanitizing stations



All our **Standard Operating Procedures** regarding housekeeping have been adapted according to local authority



A **welcome kit** composed by an in room letter informs the guest about our cleaning and sanitation methods and provide the essential PPE



The hotel has set up a **lobby host** process with a dedicated person greets customers by explaining the measures in place at the hotel and offers them to disinfect their hands upon arrival



We are utilizing enhanced technologies, including **electrostatic sprayers** with hospital-grade disinfectants, to support our already rigorous cleanliness protocols



Antimicrobial films application on high touching points allowing to reduce bacteria and viruses



Front Office



Touchless sanitization stations and appropriate signage will be used to maintain social distancing



Contactless Check in & Check out procedures at mobile desk



Check Out box permitting to reduce contact












Furniture set up according to social distancing protocols, creating **safe spaces**



Key cards, furnitures and reception desks **cleaning and disinfection** procedures



Food & Beverage

-  Strict sanitary protocols for **culinary production** have been developed to avoid cross contamination
-  Buffet operations are replaced by **à la carte** only options
-  Tables will be **cleaned and disinfected** after each seating
-  **Digital menus** are available via QR code and single use **paper menus** are offered too
-  **Seating capacities** reductions in our restaurants in compliance with local and state mandates
-  Associates are using **PPE** during service in the Bar Patio and Restaurant
-  **24/7 In Room Dining** Service choices available to our guests
-  All the Standard Operating Procedures for In Room Dining have been updated integrating **contactless measures**
-  Room service orders delivered **right to your door**, without entering in the room




Wellness suite

& FITNESS

-  Fitness centre equipments are disinfected regularly following our **cleaning procedures**
-  Wellness suite services adapted for exclusively treatment in **guests rooms**



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BEAR IN MIND
THAT OUR STAFF
IS ON HAND
AT ALL TIMES
TO ASSIST AND
ADVISE YOU,
SO THAT THE
BEST POSSIBLE
CONDITIONS
ARE PROVIDED
FOR YOUR STAY
AT PRINCE DE
GALLES PARIS.

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 Prince de Galles, a Luxury Collection Hotel, Paris  [princedegallesparis](https://www.instagram.com/princedegallesparis)