

WELCOME AND SOLIDARITY BEHAVIOUR CHART RELATED TO COVID-19

Due to the sanitary situation related to COVID-19, our establishment is committed to respecting the sanitary instructions to welcome you in the best conditions by respecting the gestures barriers, hygiene and safety measures, and we thank you for your participation which will contribute to the smooth running of your stay.

We apply the gestures barriers

- Wash your hands regularly or use a hydro-alcoholic solution if you bring one.
- Cough and sneeze in elbow or handkerchief.
- Blow your nose in a single-use tissue and throw it away
- Avoid touching face
- Maintain a distance of at least one metre with others and follow traffic instructions.
- Greet without shaking hands and stop kissing.
- Wear masks in the presence of other customers or staff.

We set up our administrative procedures.

- **Preparation of your arrival** by email a few days before. Available by email: inventory, this chart linked to COVID-19, welcome book, instructions for use of the appliances and USB key also possible once on site.
- **Respect arrival (from 5pm) and departure (before 10am).**
- **Key cards for your apartment** and remote parking controls delivered and retrieved in the same envelope.
- **Possibility to pay extras the day before your departure via a secure link** and send your invoice by email.

We adapt or strengthen the services offered.

- **Call 9 to reach reception** and order your bakery (before 6:00 PM) the next day or ask for any other information.

However, we will always be pleased to have your visit at the reception.

- **During your visit to the reception**, the maximum number of people possible is 5 people and 4 people in the lobby of chalet 3.
- **Households.** 2 households are scheduled during the week. If you do not want them, please inform us when you arrive. We will give you the day of passage as well as the day of change of linen, in case of stays of several weeks.
- **The sheets and towels.** Bags will be at your disposal to put your linen to change for bedding or when you leave. If you do not want to change laundry on the weekend, please let us know.
- **The spa, changing rooms, showers and luggage storage.** Social distancing cannot be applied, and because of the more confined and humid atmosphere of the place, access will be limited. Information at the reception.
- **TV remote controls.** Please leave the plastic film to protect the remote controls. It will be changed every time a customer changes in the apartment.
- **Departure status.** We will check your apartment after your departure. The deposit will be destroyed or in case of problem we will inform you at the latest withing 2 days of your departure.
- **Vacate the apartment**, please take out your trash, unpack the beds and put the laundry in the bags that will be provided and do and store the dishes.
- **Longer and regular ventilation** of the apartments. Please leave the windows open to ventilate the apartment at the end of your stay (unless you leave during the closing hours of the reception).
- **Use elevators.** Prefer to wait for the next elevator instead of overloading it.
- **Tourist information, library, magazines.** We had to remove the books from the library in the lobby of Chalet 3 as well as the flyers and tourist brochures from the displays. Information at the reception
- **Open doors.** We will leave some doors open during the day to limit contacts, we thank you for not closing them.
- **Laundry room.** It will be closed and disinfected between each client requiring us to plan its use.
- **Reinforced and protected housekeeping team** (blouses, masks, gloves).
- **Reinforcement of the usual procedures for cleaning and further disinfection** of apartments (thermostats, handles, electrical wires, switches, lights, remote controls, hangers, small kitchen utensils, loan equipment, furniture) and contact points several times a day.
- Complements traditional household products with **virucidal products**.
- **Cleaning carts outside the apartments** to reduce contamination.

We wish you a pleasant stay and we thank you for the trust you give us in the organization of this one.