



## HOTEL DE NELL

PARIS CONSERVATOIRE

### SAFETY AND HYGIENE PROTOCOL AT HOTEL DE NELL

The health and safety of our colleagues and guests is of utmost priority. We have implemented measures and procedures to assure the highest level of hygiene while maintaining our quality of service.

All the measures enforced by the French government are in place since the beginning of the Covid-19 sanitary crisis. We have strengthened all hygiene measures in place in our hotel, which were already of a very high standard. The use of Ozone water treatment has been generalized in our hotel, a powerful non pollutant biocide.

Below is a list of the main measures:

#### WHEN YOU BOOK WITH US

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- Pre check-in is possible to reduce the time spent at the Front Desk
- You may also prepay your stay

#### YOUR ARRIVAL

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- Valet service and Porter services are available on demand, with proper disinfection
- Alcohol based hand rub is available throughout the hotel
- Daily ventilation and disinfection of the lobby area, along with very frequent cleaning of all contact zones, buttons and door handles as well as AC filters
- The number of guests at any given time in our lobby will be monitored and limited

#### IN YOUR ROOM

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- A deep cleaning will be conducted between each guests and room will be ventilated for several hours
- You may ask for room-service without anyone entering your room
- You may refuse part or all cleaning services throughout your stay to limit the number of entries in your room
- Mini bar products have been removed and can be brought to your room on demand

## AT THE RESTAURANT

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- Distancing measures between tables are in place, we recommend advance reservation
- Mandatory face mask in all common area, except when seated at your table
- Our team will be wearing masks and washing their hands every 30 minutes or whenever necessary
- Breakfast will be served at your table

## AT THE SPA

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- Our therapists have been trained to higher standard of hygiene by NUXE
- Alcohol based hand rub is available
- Our cabin is disinfected between each client, with appropriate products
- Reservation is mandatory in order to organize proper cleaning of the cabin throughout the day

Everything will be fine! We already had very strict measures of hygiene and cleanliness before the sanitary crisis. We will make sure the highest standard of hygiene is enforced while maintaining a natural atmosphere for our guests and making sure you have the most enjoyable experience with us.