

## Our commitment charter for a safer stay

- Each hotel from Horizons of Alsace has appointed a **covid-19 referent** who has worked to adapt government directives to the establishment. It strictly controls their application and makes them evolve to always welcome you in the best conditions.
- **The teams of each hotel** are trained and rigorously apply the reinforced procedures and barrier gestures; they must wear a mask and wash their hands regularly.
- The sanitary instructions are **posted** in each hotel wherever they are useful.
- Each hotel organized **the distance** by marking on the ground, a direction of traffic, etc., without detracting from the comfort of our customers' stay.
- Our **sanitary protocols** are reinforced, in particular on **frequent contact points** such as door handles, switches, elevator buttons, etc.
- We use cleaning **products that are effective against Covid-19** and have been eco-labelled as much as possible.
- **Bedrooms and bathrooms** are rigorously cleaned and sanitized. Bed and bathroom linen are washed at high temperature in accordance with the authorities' recommendations. Hospitality products and additional pillows are available on request at reception.
- **The service of your breakfast and your meals** is adapted. Access to the **breakfast buffet**, when in place, is rearranged and controlled to organize physical distance. The tables are **spaced 1 meter apart**, the tables cannot accommodate more than 10 people (if you are 12, we will make 2 tables!) We invite you to take advantage of our terraces and gardens (if possible). Our **menu cards** are available in digital format or available on the blackboard. It's compulsory to wear a mask when **you move** around the hotel.
- Your **luggage** will be waiting for you in your room.
- **The best proof of our commitment:** we take care of you and your environment throughout the day, in front of you and in total transparency.

