



HEALTH & SAFETY PROTOCOL / COVID 19

ARTELOGE TAKES CARE OF YOU



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Dear valued guests,

The Arteloge Group has put in place a series of actions and measures for both you and your employees' safety, to ensure that your stays, seminars and meals in our hotels and restaurants can be enjoyed with peace of mind.

You will find below the list of protocols applied for each department.

Front desk

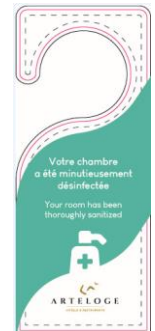
- Hand sanitizers (standard EN14476, virucide) are at your disposal at the entrance to each of our properties and in the various places where people pass through.
- To guarantee you comfort and contact with our staff in complete safety, our reception desks are equipped with Plexiglass plates and floor markings to help you respect the rules of social distancing.
- Our staff are masked and made aware of regular hand washing. Wearing a face mask is mandatory for all your movements in our hotels.
- The common and sanitary areas of our properties are subject to a disinfection protocol throughout the day. This disinfection is carried out using Diesin Pro and Incidin Foam (from our partner Ecolab), which are approved in the fight against coronavirus strains.



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Rooms

- In addition to careful cleaning, each of our rooms is thoroughly disinfected by our own cleaning company, with the Diesin Pro (Ecolab) product, which is approved for the fight against coronavirus strains.
- Our rooms are ventilated on a daily basis.
- Room service menus are available in QR code format.
- Door handles, window handles and frames, switches, taps, toilet seats, remote control and any other accessories that may have been touched are subject to special disinfection.
- A stay over bedding service is now available in our 3-star properties on request.
- Our cleaning team (GLM Services) is highly aware of the need to comply with reinforced hygiene rules.
- An Arteloge door hanger shows that the room has been perfectly disinfected before your arrival.



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Room Service

- Our opened hotels - Hôtel ParkSaône, Hôtel ParKest and la Villa Florentine - provide Room Service.
- Menus are available in QR Code format as well as in a single-use, recycled paper version.
- All our employees are masked and highly aware of the need to wash hands regularly.
- Hand sanitizers (standard EN14476, virucide) are at your disposal at the entrance to each of our properties and in the various places where people pass through.



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Meeting rooms

- Each of our rooms is set up so as to respect a distance of one metre between each participant.
- Our teams provide you with hydro-alcoholic gel (standard EN14476, virucide) and, if necessary, disinfecting wipes.
- Our rooms are regularly ventilated.
- The tables, chairs as well as the equipment provided (paper board, projector...) are thoroughly disinfected after each meeting. All the notepads and pens are removed and changed at the end of your meeting.
- Breaks have been rethought to limit contact (individual service pliers, individual packaging...).
- The Arteloge Group has its own cleaning company which ensures the disinfection of the rooms throughout the day with Diesin Pro and Incidin Foam (from our partner Ecolab), products approved in the fight against coronavirus strains.
- Our teams remain at your disposal to organize videoconferences and other remote meeting formats.
- Indoor display of prevention information and measures.



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Common areas

- Wearing a face mask is mandatory for all movements in our hotels.
- Hand sanitizer (standard EN14476, virucide) is available in the areas where people pass through (corridor, bar, reception...).
- A direction of traffic - materialized by signs and floor markings - has been set in certain areas of our hotels and restaurants in order to limit interaction between people.
- The common and sanitary areas of our properties are subject to a disinfection protocol throughout the day. This disinfection is carried out by our own cleaning company, using Diesin Pro and Incidin Foam (Ecolab), products approved in the fight against coronavirus strains.
- Door handles in the various common areas, call buttons, grab bars and lift control panels are regularly disinfected.
- The areas are regularly ventilated.
- Our teams are at your disposal to meet all your needs (gloves, masks, wipes...).



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All our hotels are part of the ONLY LYON Tourism & Congress Serenity Charter

By signing this Serenity Charter, our hotels commit themselves to :

- Guarantee the health and safety of customers/visitors within their properties, by implementing and respecting the directives and recommendations issued by the public authorities in terms of the fight against COVID-19 and in particular, the health protocols in force at national level and at the level of the professional sector, as well as the rules of social distancing and the measures recommended in terms of barrier gestures.
- Inform customers/visitors of the specific measures put in place by the hotels.
- To enable the identification of properties committed to the implementation of the "Serenity Charter" identity on their communication tools and within the properties.





ARTELOGE

HOTELS & RESTAURANTS

WE TAKE CARE OF OUR VALUED GUESTS AND EMPLOYEES



 Villa *****
Florentine

 Hotel ****
Lyon Métropole

 Hotel ****
Lyon-ouest

 Hotel ****
des Congrès

 Hotel ****
ParKest

 Hotel ****
ParkSaone