



COURCHENEIGE  
HOTEL

## YOUR SECURITY IS OUR PRIORITY

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Our 6 pledges in order to guarantee you peace of  
mind throughout your skiing holiday





# DEAR GUESTS, WELCOME TO THE COURCHENEIGE!



All our team are dedicated to making your stay as safe as possible during this very exceptional winter 2020-2021 season.

Sanitary measures will be applied in accordance with French government guidance. As the sanitary situation evolves, our protocol will be adapted and updated accordingly, allowing our guests to experience the Courcheneige all through the season and up until the Easter holidays!

This document outlines all the measures we have adopted in the interests of guest safety so that, once you are at the hotel, you will feel in complete security.

# TAKING CARE OF OUR GUESTS



## AIR QUALITY

Our main concern is the pure and invigorating air of the surrounding Alps that runs through the hotel. This is the air that we breathe, and therefore we must ensure that it is of the highest quality.

We have decided to deactivate our double-flow ventilation system, so that only fresh air will circulate around the building.

We have installed air purifiers in the public areas of the hotel, which will also be used to disinfect hotel rooms during the day.

## STAY WITH US IN COMPLETE SECURITY

We have drawn up a health and safety procedure which covers each department within the hotel.

From the moment you check in and up until your departure date, everything, including ski hire and meal service, has been taken into consideration!

In addition, all the equipment necessary for self-protection will be provided onsite: masks, throwaway gloves, bottles of hand sanitizer, a safe circulation plan and a temperature checking terminal.

## TRAINING FOR OUR STAFF MEMBERS

Social distancing, disinfection procedures, how to handle guests with symptoms and persons who have been in contact with guests showing symptoms...

Our team is ready and prepared to make sure your stay at the hotel runs smoothly.





## APPROPRIATE EQUIPMENT

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### OUR INVESTMENT IN YOUR SECURITY

A personal touch... while we will all be wearing face masks in all public areas, our mission will remain to keep on smiling so that our inner warmth radiates from behind the masks!

### OUR COMMITMENT IN FIGURES:

- ✓ 10,000 disposable masks
- ✓ 3,000 bottles of hand sanitizer
- ✓ 2,000 "Courcheneige" cotton masks
- ✓ 40 informative signs to reinforce safety measures and ensure movement with minimum contact
- ✓ 30 infrared disinfecting gel dispensers
- ✓ 13 dry steam disinfection machines
- ✓ 9 negative ion air purifiers
- ✓ 3 disinfection gel dispensaries with instructions of use
- ✓ 1 temperature checking terminal
- ✓ 1 training programme for all hotel staff
- ✓ 1 onsite Covid contact person

# PLEDGE N°1

## TO WELCOME YOU IN COMPLETE SECURITY

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The check-in procedure will be concise and we will give you your room key and all the information you require as quickly as possible.

Waiting areas have been set up in the lobby to avoid any crowding around the reception.

Our Front Desk will be cleaned regularly. All our room keys, pens and credit card terminals will be disinfected before use.

Handshakes will be met with a polite refusal this winter, in the interests of everybody's health.



## PLEDGE N°2

# YOU WILL BE ABLE TO SLEEP SAFE AND SOUND

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### IN YOUR BEDROOM

Only items that are completely necessary have been left in our rooms; everything else has been removed.

We will continue to clean our rooms to the same high standards that our guests are accustomed to, with a few extra attentions to detail this season:

- In addition to a thorough airing of your room, a negative ion air purification system (TEQOYA brand device) will be using during the preparation of each room
- Our standard cleaning products have been replaced by 160°C dry cleaning devices, the very best at keeping the virus away to date. They will be used to cleanse your luggage, fabrics, bathroom and all the other items in your bedroom
- Our laundry department is run in accordance with European bacterial, disinfection and virus control sanitary procedures (EN1276, EN1650, EN13704 and EN14476), applying the cleaning agents for 12 minutes at a temperature of 60°C
- Would you prefer Room Service? A "call & collect" system will be available

## PLEDGE N°3

# YOU WILL BE ABLE TO SKI WITH APPROPRIATE EQUIPMENT

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### SKI ROOM

Accessing your skis or snowboard in the morning will be slightly different to how it used to be.

To reduce physical contact to a minimum, we have set up two waiting areas: one in the skiroom and another close to the bar.

Our ski men will greet you in one of 3 secure areas to fit you with your skis.

In addition, we have added an extra ski room this winter, for those who would prefer to be completely independent and avoid all contact.

- ✓ Helmets, boots and skis will be thoroughly disinfected using products chosen specially for their bacterial, disinfecting and virus control powers
- ✓ 2 negative ion air purifiers will be used in the ski room



# PLEDGE N°4

## ALL YOUR CULINARY NEEDS WILL BE CATERED FOR!

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### **AT THE RESTAURANT**

Our meals will remain as delicious and hearty as ever, with a few amendments to the dining experience in the interest of your safety:

- Our tables and chairs will be set up in accordance with recommended social distancing measures
- The breakfast buffet will be served entirely by our restaurant staff. They will take your order and then serve breakfast at your table.
- For lunch, hygiene measures have been strengthened to allow us to maintain our usual friendly and professional service while you enjoy your meal
- The dinner included in our half-board rates will be served in 2 sittings. The 1<sup>st</sup> sitting beginning at 18:45 will give priority to families with young children and elderly guests. A 2<sup>nd</sup> sitting will follow at 20:30, for couples, groups of friends, and all other age groups.
- After each sitting, the restaurant will be disinfected using one of our dry cleaning devices





## PLEDGE N°5

### WE HAVE A BACK-UP PLAN FOR ALL CIRCUMSTANCES!

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#### **SHOULD A MEMBER OF OUR STAFF BECOME INFECTED**

Our staff have been trained on how to behave in the event of an onsite contamination, and all team members are committed to following a safety procedure drawn up in the interests of everybody.

If a staff member is showing symptoms or if he has been in contact with a symptomatic person:

- The staff member will immediately self-isolate in one of our pre-designated isolation bedrooms
- A COVID test will be carried out by the local health authorities
- A 7-day period of isolation as recommended by the authorities will then follow
- The infected staff member's needs and comfort will be attended to by the rest of the team at the Courcheneige.

#### **SHOULD ONE OF OUR GUESTS BECOME INFECTED**

If you are showing signs of COVID-19 symptoms, please make the choice to self-isolate!

Contact us as quickly as possible

We will contact the appropriate local health authorities to ensure that you receive the tests and the care that you need.

Hotel occupancy will be limited to a maximum of 90% at all times, allowing us to keep a number of self-isolation rooms available if required.

# PLEDGE N°6

## TO TAKE CARE OF ONE ANOTHER

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**Don't forget that the best way to protect yourself is simply by respecting social distancing measures!**

- Please maintain a distance of one metre between yourself and others at all times
- Wash your hands regularly and use the hand sanitizer dispensers provided
- Greet others without shaking hands
- Cough and sneeze into your armpit or in a throwaway tissue
- Avoid touching your face (nose, mouth, eyes)
- Only take the lift alone, as a family or amongst friends





## IMPORTANT INFORMATION



**COURCHENEIGE HOTEL FRONT DESK: +33 (0)4 79 08 02 59**

775 rue de Nogentil, 73120 Courchevel 1850

**COURCHEVEL 1850 MEDICAL CENTRE: +33 (0)4 79 08 26 40**

Rue des Tovets, 73120 Courchevel 1850

**COURCHEVEL 1650 MEDICAL CENTRE: +33 (0)4 79 07 71 64**

Rue du Marquis, 73120 Courchevel Moriond

**COURCHEVEL 1850 TESTING CENTRE: +33 (0)4 79 .. ..**

Salle des Arolles, la Croisette, 73120 Courchevel 1850

**MOUTIERS HOSPITAL: +33 (0)4 79 09 60 60**

43 Rue de l'École des Mines, 73604 Moutiers

**TOLL-FREE COVID-19 NUMBER: +33 (0)800 130 000**

**EMERGENCY MEDICAL ASSISTANCE: 15 OR 114**

