

Hotel and Restaurant Charter - Manoir du Lys

Fighting COVID19

Dear guest,

We are committed to respecting the instructions and recommendations of the public authorities to combat COVID-19 and to ensure your safety and that of our teams.

Keeping our tradition and spirit, we are doing everything to make your visit in our restaurant as pleasant and enjoyable as possible, while respecting these constraints.

Here is our charter:

Our employees commit to:

- Respecting the instructions and recommendations of the public authorities for combatting COVID-19.
- Respecting the health protocol of The Originals.
- Using anti-virus products.
- Respecting barrier gestures.
- Respecting physical distancing.
- Wearing masks and disposable or washable gloves.
- Regularly washing their hands with soap.
- Using hydroalcoholic solution.
- Standing back in case of COVID-19 symptoms.

Guests commit to:

- Wearing a mask upon arrival and in all common areas.
- Using the toilets in your room in priority.
- Open the window when leaving the hotel room, for the safety of our staff.
- Put all bed and bath linen to be changed in a bag specifically for this purpose.
- Place all waste in a closed bin.
- Respect all instructions and physical distancing.



Reception and public areas

- Provide hydroalcoholic solution for customers in the public areas.
- Provide hand washing facilities in the shared toilets.
- Increased cleaning/disinfection procedures at all points of contact: door handles, switches, lift buttons, door pushbuttons, stair railings, reception desk.
- Systematic disinfection of room keys or key cards.
- Favouring payment by credit card and sending the invoice by email.
- Disinfection of the card payment terminal after each use.

Breakfast: only on reservation at reception, a form to be completed

- Breakfast to be served at the table in the breakfast room or the hotel room, no buffet offered.

(The same conditions will be required for the restaurant), in both options a form will have to be completed and given to the reception the night before.

Les plateaux seront préparés par un membre de l'équipe, avec port de masque et gants à usage unique ou lavables.

Le plateau sera déposé devant la porte.

Une fois le petit déjeuner terminé, le client le déposera le plateau devant la porte.

Aucun contact physique entre le client et le membre de l'équipe.

Diner at the Restaurant : only on reservation at reception

- Wearing a mask upon arrival and in all common areas of the restaurant (going to the toilets, walking around the restaurant).
- Leaving your jackets, coats in your car as no personal belongings will be kept by a member of staff.
- Before entering the restaurant, using hydroalcoholic solution or washing your hands with soap.
- Placing all waste in the closed bin by the reception.
- Respecting all instructions and physical distancing.
- Room service possible, depending on the menu (reduced menu).

Hotel room :

- Each maid has her own, personal cleaning kit.
- Thorough cleaning/disinfection of the entire bedroom, bathroom and WC with anti-virus products.
- Preferably moist cleaning/ disinfection.
- Cleaning only at the request of the guest and if all personal belongings have been removed.
- On request, a set of clean linen is available every day.
- We ask our guests to leave the bedroom window open on departure.
- Between each room occupancy, all linen and all welcome products, including non-used items, are systematically changed.

We are so happy to have you with us again!

