

Safety measures are also listed here.

The hygiene protocols in our hotels have been reinforced to guarantee a safe environment for you and our staff. Our teams are trained and monitored on a regular basis

- A contact person has been appointed in every hotel to oversee the implementation of protective measures, staff training, and compliance with safety guidelines
- All our staff members are kept updated, specifically trained, and regularly assessed on all new procedures
- Adequate display of safety guidelines and barrier gestures for our staff
- Body temperature monitoring of our staff at the start of every shift
- Reinforced cleaning and sanitizing procedures for the rooms and communal areas, several times a day (in particular: lift buttons every 2 hours, door handles, seats, tables, switches, floors, etc.)
- Removal of all non-essential objects in the rooms and communal areas (decorative cushions, plaids, pens, hospitality trays, etc.)

Before you arrive

- We air out every room for a minimum of 2 hours a day
- We leave an interval of at least 48 hours between departures and arrivals of guests in any given room
- All keys/cards are thoroughly disinfected after every use
- The linen is washed and disinfected, along with every laundry area

When you arrive

- You will find gel dispensers at your disposal
- All our receptionists are wearing facemasks; they have gel dispensers for disinfecting workspace perfectly clean at all times
- Lines of tape on the reception floor maintain a social distancing of 1.5 meter
- To keep contacts to a minimum, you can: - Pay for your stay by credit card (preferably); all credit card terminals are thoroughly cleaned before/after each use
- Meals can be ordered take away, or be delivered to your room (cling filmed for hygiene purposes)

Throughout your stay

- Updated health and safety guidelines on display in the rooms and communal areas
- Traffic flow maps compliant with social distancing measures at your disposal (wherever possible)
- Seating area at reception rearranged in compliance with the recommended social distancing protocol
- Implementation of strict room cleaning and sanitizing protocols in compliance with health and safety procedures, using specific products as recommended (disinfection, frequent and thorough hand washing for our staff, step-by-step cleaning instructions, etc.)
- Reinforced safety measures in all catering areas for breakfast / dinner room-service and takeaway, in particular
- All catering staff must wear a facemask, - All catering staff must wash their hands every 30 minutes with antibacterial soap
- Strict disinfection and sanitization measures (e.g. daily disinfection of drains and pipes), Enforcement of social distancing measures
- When you check out, a basket or container will be at your disposal to deposit your key/card (disinfected before and after each use)
- Your invoice can be sent to you by email.

Dear Guest

**To respect Social Distancing
Kindly ensure Maximum, Three (3)
Persons in the Elevator at any time**

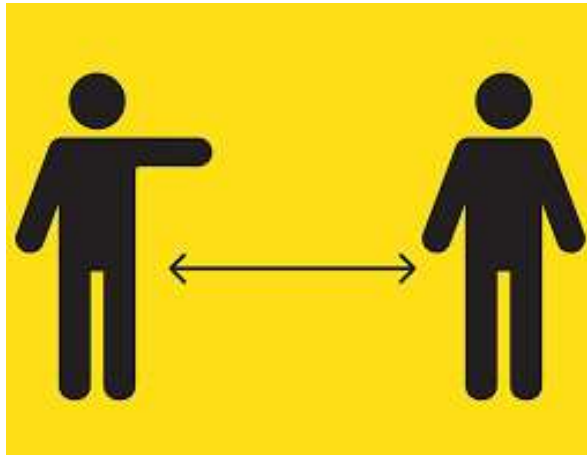
**By recommendation of the
Ministry of Health May, 2020**

عزيزي الضيف

احترام المسافات الاجتماعية

**يرجى التأكد من وجود ثلاثة (3) أشخاص كحد أقصى في
المصعد في أي وقت**

بتوصية من وزارة الصحة مايو 2020



1. How to prevent transmission of the disease

Coronavirus : Prevention tips to protect yourself



Avoid close contact with anyone

Cough or sneeze into your elbow



Use a tissue and throw it away

Wear a single-use face mask
if you are sick



Wash your hands frequently

LOUVRE
HOTELS
GROUP

APRIL 2020

2. The right way to wear a mask



1



2



3



4



5

3. The right way to remove disposable gloves



4. The right way to wash your hands

90% of contamination comes from dirty hands

Clean hands are better than dirty gloves

- 1** Roll up your sleeves and wet your hands and forearms with hot water.
- 2** Take a dose of ANTIBACTERIAL soap in the palm of your hand.
- 3** Scrub the palms of your hands, between your fingers and the back of your hands vigorously for 10 seconds.
- 4** Scrub your forearms for 10 seconds.
- 5** Brush your nails. Use a clean nail brush.
- 6** Rinse your hands and forearms well.
- 7** Dry your hands and forearms by **RATTING** them with disposable paper towels. Antistatic paper dispenser.