

SANITARY MEASURES COVID-19

The increasing spread of the coronavirus (COVID-19) require new organization of the hotel to propose you a safe stay. The team at L'Hôtel de Saint-Germain does everything possible to provide an effective and pragmatic response to your questions about your future stay and the measures put in place to limit the risks of contamination.

We are committed to doing our utmost to take your expectations into account while remaining as close as possible to your current concerns. You will find in this section a maximum of answers to your questions about changes in the operation of the hotel directly impacting your stay with us.

Please note that the entire team is mobilized to respond to your requests and assuring the continuity of service during this difficult period for everyone.

In addition to implementing new hygiene and safety measures, we have developed specific protocols for the following procedures, strictly adhering to the public health guidelines of the French Government, to ensure your stay with us is safe and secure.

The Hôtel de Saint-Germain is part of the Apave sanitary protocol, approved by the French government, which involves raising the awareness of the teams regarding the modes of transmission of the virus, reinforcing cleaning and disinfection procedures, as well as taking care of a symptomatic person within the establishment.

Hygiene measures and information related to COVID-19 :

Throughout the hotel:

In order to respect barrier gestures, guests and employees are required to respect the distance of one meter facilitated by the mandatory wearing of the mask in the public areas of the hotel and the plexiglass separation at the reception desk. In addition, a hydro-alcoholic gel dispenser is located at the hotel entrance for the use of guests.

Our staff has been trained in sanitary protocol including the use of preventive material (hydroalcoholic gel, masks, gloves if necessary). We increase the frequency of cleaning of public places and contact areas such as elevators, following the recommendations of the French Government and the WHO.

We have posted signs reminding the barrier gestures in all public places.

In the rooms:

We decided to limit the contact surfaces in the room, so we have reduced the decorative objects.

The room cleaning service will be provided only every 2 days and we will ask you to leave the room during the intervention of our housekeeping team. However, the renewal of your welcome amenities or towels is possible upon request.

For any request for cancellation of your stay related to the coronavirus please contact us directly by email at : bonjour@hoteldesaintgermain.com

In the breakfast room :

Concerning the breakfast service, it is served at the usual times from 7:15 am to 11 :00 am in breakfast room, and until 12:00 am in your room. It is now a continental breakfast served at the table with a distance between each table.

We also offer room service.