



BAUMANIÈRE

LES BAUX DE PROVENCE

COVID SANITARY PROTOCOL

October 23, 2020

The principal sanitary measures:

- **In All Our Properties**

A designated "hygiene coordinator" ensures proper implementation of all measures. All staff members are supplied with protective equipment: face masks, hydroalcoholic gel ... Our teams are trained to follow the proper rules and practices of the sanitary protocol. Daily meetings between management and staff or the hygiene coordinator verify the effectiveness of the measures put in place and decide on any adjustments where necessary. The sanitary rules and practices are displayed prominently for staff members and clients.

- **The Hotel**

All staff wear masks.

Clients are also required to wear masks in the hotel's public areas (reception, lounges).

Each property organizes the flow of clients and their presence in public areas in order to respect social distancing suitable to the layout of different spaces such as the entrance, reception, the lobby, the washrooms, the elevator...

A protective screen is placed in front of the reception area.

- **The rooms**

Provision of the necessary linen and bathrobes.

Magazines, stationery and hard-to-sanitize items are removed.

The room is ventilated throughout the cleaning.

The floors are cleaned daily, if there is a carpet, a vacuum cleaner with HEPA filter is used.

Hospitality products that have not been used are disinfected or replaced.

Surfaces and objects that can be touched by customers and staff are cleaned and disinfected daily. Particular attention is paid to the following surfaces and objects: handles, telephone, tablet, remote control, switches, thermostats, desk, armchair, safe, hangers, coffee machine, kettle, minibar (exterior and its contents), mirrors, taps, shower head, towel holders ...

Different washable microfibers are used for cleaning the rooms (2 per room: one for the bathroom, another for the rest of the room). The microfibers are changed between each room cleaning (all our used microfibers are washed at 60 ° C and disinfected).

A microfiber mop is used for cleaning the floors. The microfibers are changed between each room cleaning (all our used microfibers are washed at 60 ° C and disinfected).



Hôtel Restaurants Spa Boutique

BAUMANIÈRE Mas de Baumanière 13520 Les Baux de Provence

Tél. : + 33 (4) 90 54 33 07 – Fax : + 33 (4) 90 54 45 29 / Administration & Comptabilité : Tél. : + 33 (4) 90 54 56 54

contact@baumaniere.com / www.baumaniere.com / reservation@baumaniere.com

S A au capital de 177 119 € Siren 735 780 116 RCS Tarascon N° TVA Intra-communautaire : FR 18735780116



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The cleaning carts are disinfected before and after each use.

Dirty laundry is removed from the room before cleaning. It is transported to the lingerie in a bag provided for this purpose.

Potentially contaminated laundry is washed at 60 ° C for at least 30 minutes (via our subcontractor).

Whenever you take up a shift, staff check that the trolley is sufficiently stocked to avoid any return to the office.

Staff ensure that room bins are emptied into a bag provided for this purpose.

Work with one person per room is preferred.

Bed linen and towels are not shaken.

The client's business is not moved.

When a guest is in the room, the turndown service is provided on request and in accordance with health protocol. In the event that the client is not in his room, the cover service will be carried out in accordance with the sanitary protocol (wearing a mask and gloves).

Wearing a mask and regular hand washing is provided by the staff.

• The restaurants

A hydroalcoholic gel dispenser is available to clients at the restaurant entrance.

Restaurant clients are required to wear a mask, except when they are seated at their table.

Tables are spaced one metre apart and can seat up to 6 guests

The menus are presented without any physical contact: orally and by scanning a QR code.

The dining room and bar staff wear a mask and must wash their hands frequently.

The kitchen staff must wash their hands every 30 minutes (or wear protective gloves). Wearing a cap or other head covering and a mask are obligatory.

For the time being, no visitors are allowed in the kitchens or wine cellar.

Credit card Payment at the table is preferred.

These rules apply to both the dining room and the terrace.

During the curfew from 9 p.m. to 6 a.m., our restaurants close to external and hotel customers at 9 p.m. Room-Service is available from 6.30 p.m. until 11.00 p.m. for hotel guests.

Restaurant Oustau de Baumanière

Start of service: 6.30 p.m.

Last order: 7:15 p.m.

Lunch service: à la carte and menus

Evening service: à la carte only / no menu

Restaurant Cabro d'Or

Start of service: 6.30 p.m.

Last order: 19:45

Lunch service: à la carte and menus

Evening service:

- Carte and menus until 7.15 p.m.

- From 7.15 p.m. to 7.45 p.m., à la carte and Gourmet Menu (Starter - fish or meat - cheese - dessert // 75 €)



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• The Swimming Pools

Beach towels will be available in the rooms to limit multiple contacts.

The deckchairs are disinfected after each client.

The changing rooms are disinfected and aired out on a regular basis

• The Spa

Access to the spa will be from 10 am to 7 pm, by reservation only, preferably by e-mail or telephone. Entrance to the spa will be monitored to control client flow.

At the entrance, hand sanitization with hydroalcoholic gel is mandatory, as is wearing a mask (for sale in the spa).

For treatments, the therapist will wear a new uniform for each client, a mask, visor and gloves. Each treatment cabin will be aired out and disinfected for 20 minutes. Maximum treatment length will be 75 minutes.

Fitness studio (open during spa hours): Signage has been put in place to ask clients to disinfect their hands at the spa entrance, to guide them in the right direction, to advise them to disinfect the cardio machine before and after use. A bottle of water will be provided and towels will be brought to clients to avoid all contact with laundry supplies.

Changing rooms: The changing rooms are closed. Each client can get changed directly in the treatment cabin. For hotel guests, we recommend that you come dressed in your bathrobe.

The sensory basin and the hammam will remain closed. The relaxation lounge will be open, fully respecting government safety measures. We no longer offer a herbal tea service. Armchairs will be spaced at least one meter apart. Towels will no longer be available on a self-serve basis and magazines will no longer be provided.

• The Boutiques

In compliance with the sanitary protocol required by the government: hydroalcoholic gel, gloves and masks will be provided and each article of clothing will be disinfected after it has been tried on, with a Vaporetto steam cleaning process at 120°C. Waiting areas are at our clients' disposal in the gardens and on the terrace.



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