



OUR STRENGTHENED HEALTH COMMITMENTS CHARTER

BECAUSE YOUR SECURITY IS OUR TOP PRIORITY ! 😊

In order to welcome you in the best conditions of respect for health standards, we invite you to read and to apply the recommendations of this charter as soon as you enter in the residence, to limit the spread of Covid-19

In common areas

- Hydro-alcoholic gel available inside the residence, in all areas of passage
- Wearing a mask compulsory when moving within the residence and in public areas.
- Several times a day, cleaning and disinfection of the reception desk and staff workstations
- Rules of responsible conduct are displayed in the residence's common areas
- Modification of the circulation in the residence, redefined to prevent customers from crossing paths
- Regular disinfection of door handles, switches, ramps, credit card terminals
- Increased cleaning of common areas and surfaces frequently touched by travelers and team members

Preventive measures for our staff and for your security

- Wearing a mask is compulsory for the staff
- Plexiglass protections on the reception desk
- Our staff is trained in barrier gestures and apply risk prevention measures
- Hydro-alcoholic gel and gloves at their disposal

During the formalities (arrivals/ departures)

- New procedures for handing over the keys the day of your arrival and on departure with an appointment setting procedure to avoid queuing at the reception area
- Distant payment for your extras: pro-forma invoice and secure payment link sent by email two days before your departure to avoid crossings and queues during departures. **We strongly encourage you to use this system**
- • Your electronic welcome booklet will be sent to you by email. **There will be no more paper version.** To do so, it is imperative to give us your email address before your arrival at: reception.santaterra@gcatrans.com

In your apartment

- Towels reduced to the essential, in accordance to the number of guests indicated while booking and not the maximum capacity of the apartment
- Reinforced cleaning and disinfection procedure for your apartment, especially items that are often handled such as television remote control, telephone, handles, doors, etc.
- Ornaments such as sofa cushions will be disinfected between each guest with specific anti-COVID products.

- Cleaning and maintenance of bed linen and towels provided by the company ANETT for which the ability to respect the defined protocols has been verified by our establishment.
- Aeration of the accommodation between each client

Temporary measures

- As a precautionary measures and in accordance with the health recommendations in force, we have taken the decision to temporarily suspend the storage in the luggage office.
We will keep you informed of the re-opening

THE INTELLIGENCE AND RESPONSASIBILITY OF ALL ARE OUR BEST ALLIESS

We thank you to apply these government regulations for barrier measures

- Maintain social distancing
- Wear a mask (**not provided by the residence**) in the common areas
- Wash your hands frequently and carry a bottle of hydro alcoholic gel with you at all times before handling the various exterior accesses of the residence.
- Use our hand sanitizer dispensers available in common areas
- Avoid handshakes and hugs
- Air your apartment 2-3 times a day
- Cough into a tissue that you will throw in the trash or cough in your elbow. Then, wash your hands
- Avoid touching your face: eyes, nose, mouth.

FOR ANY REQUEST, DO NOT HESITATE TO CONTACT US :

+33 (0)4 79 09 63 80

reception.santaterra@gcatrans.com

We thank you in advance for your cooperation, kind indulgence and loyalty.

In order to continue to provide you with the best service while preserving everyone's safety, the measures communicated may change, based on the recommendations of our Government.

Looking forward to welcoming you, take care of yourself!

The SANTA TERRA team