

## **Dear valued guest,**

In the last months, we have witnessed unprecedented events brought upon by the novel coronavirus (COVID-19). Our hearts are with those who have been affected by this global crisis.

At Hotel des Voyageurs, we remain vigilant and steadfast in our commitment to provide every guest with the highest standard of safety and hygiene. We want to assure you that your health and safety remain, as always, our top priority.

While we await your arrival with open doors, we are equally mindful that this might not be the best time for travel. Therefore, we want to provide you with more travel flexibilities when you consider a plan change. Below is an update on the measures we have in place to meet your needs.

### **SAFETY AND HYGIENE**

We want to make your experience at our hotel as worry-free and healthy as possible. We have strengthened protective measures which include frequent disinfection of all high-touch areas, temperature checks for all colleagues prior to their shift, sterilization of all chinaware, glassware and cutlery using high temperature washing equipment, placing additional hand sanitizers and executing additional cleaning protocols in all rooms and suites prior to and after each guest's stay.

Our colleagues – essential to providing excellent care and vital in helping to combat the spread of the virus - are guided by enhanced training sessions on hygiene protocols. On a daily basis, our teams are reminded to observe good hygiene practices to reduce the risk of possible transmission of the virus.

Based on the expert advice of the World Health Organization, local governments, public health authorities and medical professionals, our hotel team will continue to implement stringent measures against the spread of COVID-19.

### **CONDITIONS DE RESERVATION FLEXIBLES**

We are making every possible effort to help you manage your reservations by offering a full flexibility.

In our ongoing commitment to care for our guests and colleagues, we will continue to closely monitor the rapidly developing events. Your support is always deeply appreciated and when you are ready to return, we will be here to welcome you back. Keep well and stay strong

Sincerely,

**Natividad Ramos**  
General manager