

COVID-19: Health commitment charter

Dear all, because your **safety** and your **well-being** are our first priority, we have created a **health commitment charter** which will come into play as soon as we reopen! We therefore invite you to read it and contribute to a safe and comfortable stay by respecting the measures defined by our hotel.

Here are our commitments:

Our **COVID-19 committee** is accompanied by **CRISTAL INTERNATIONAL STANDARDS**, world leader in the certification of tourist establishments in terms of Health and Safety, for the implementation of a program specific for the Aqua Mirage to prevent the spread of "POSI CHECK" infections.

We rigorously control the application of the adopted directives and make them evolve, as usual, to guarantee you a better stay:



COMMITMENT N°1

Our cleaning / disinfection processes will be strengthened:

- Before welcoming you, the hotel will be thoroughly cleaned and disinfected.
- Your luggage will be disinfected before entering the hotel.
- The contact points (handles, switches, elevators, etc.) will be disinfected frequently.
- Our maids are all trained to the proper standards of cleaning / disinfection. In addition, all of our rooms are disinfected with ozone generators.
- The bedroom linen is treated by our service provider, a professional laundromat, with its own health charter which stipulates, among other things, that the linen is washed at 70 ° C.

- Our restaurant will be fully disinfected by spraying a powerful virucidal disinfectant at the end of each meal.
- The deckchairs, the buoys and the carpets of the Aqua Park and the swimming pools will be disinfected before each use.
- The activities objects and toys (at the Kids Club) will be disinfected before each use.



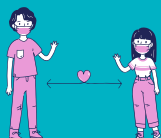
COMMITMENT N°2

- Hydroalcoholic gel distribution stations will be at your entire disposal. We invite you to use them when entering and leaving elevators, and whenever possible in general. They will be restocked throughout the day.



COMMITMENT N°3

- We have drawn up the tables respecting the guidelines for social distancing in order to limit contact between customers.
- We have limited the number of covers in order to comply with the Ministry's recommendations.
- Drinks during meals will be served at the table. All our buffets will be protected by plexiglass windows.



COMMITMENT N°4

- Our hotel is spread over more than 20 acres, which allows compliance with the recommended social distancing.
- Orientation signs and waiting marks will be put in place at the reception, the restaurant, the bars, the Aqua Park, to organise flows and avoid crossings and congestion.

- The umbrellas at the swimming pools and the Aqua Park, and the gym machines are spaced to limit contact between guests.
- Kids Club activities and entertainment will be organised to avoid any crowds.



COMMITMENT N°5

- We thank in advance each of our customers for respecting these instructions that our employees and our providers are also kindly asked to respect.



Our team will be reporting any illness immediately, and our customers are encouraged to do the same! If at any time you experience symptoms such as chills, cough, a runny nose, congestion or a sore throat and fever, stay in your room and call the reception by dialing #9; we have a medical service available onsite (nurse / doctor) 7 days a week.

We hope to see you again soon, in the best possible sanitary conditions!