

HEALTH CHARTER

In these exceptional times, the health and comfort of our customers and employees is our top priority.

In addition to complying with conventional health and safety standards, we have set up a specific protocol, in accordance with the recommendations and announcements of the French government.

We thank you for the trust you place in us every day!

OUR PROMISES AND COMMITMENTS:

Your security, our priority

Hospitality is our profession; your health is our priority. Against the Covid-19, employees have been trained to take necessary precautions to protect customers and employees.

The social distancing is displayed, many information supports remind you of effective barrier gestures against the virus. Wearing a mask is mandatory in the common areas.

We pay particular attention to the disinfection of all rooms, restaurant, fitness, bar and common areas of the hotel.

From reception to room service, our staff applies the most rigorous measures with the same sense of service and excellence. Everything has been rethought to allow you a serene stay.

An adapted offer

The conditions of cancellation of your stay have evolved for a booking in all serenity. We are sensitive to your well-being and we offer you flexible rates with great cancellation flexibility.

Contactless payment is naturally preferred, and a dematerialized invoice can be sent to you.

The breakfast offer has been redesigned. In order to meet all the health measures relating to Covid-19, now enjoy your continental breakfast in your room or in the breakfast area.

Rooms

Surfaces are cleaned and disinfected on a daily basis, several times a day with a new dry steam cleaning technology "VAPODIL".

The magnetic keys are disinfected after each stay. Some decorative elements (cushions, plaids...) have been removed and information about the hotel is available by QR code or at the reception.

Room Service

If you stay several nights, your room will be cleaned every morning (sheets pulled, garbage cans emptied, towels put on the floor changed ...).

The blanket service is temporarily suspended. A chambermaid will be present until 8 pm; she will come to inquire about your needs. After 8 pm, the reception staff will be at your disposal.

Spa

According to the recommendations of the ARS, we have set up a health protocol respecting your safety and comfort in order to make the most of your moment of relaxation. The frontal temperature reading, soapy shower and the wearing of a mask will be mandatory for any entry in our wellness area.

Access is limited to fifteen people for a maximum of one hour per person per day. The hammam will be closed according to the directives of the ARS until further notice.

Fitness

The fitness room is regularly ventilated and disinfected. Access is limited to a maximum of three people for two hours per day per guest.

Catering

We have made every effort to respect social distancing in the restaurant and breakfast lounge.

Wearing a mask is mandatory until your arrival at the table and for any displacement.

Tables and chairs are regularly disinfected.

Restaurant and bar menus are available by QR code or laminated on request.

Our breakfast in your room will now be offered in continental formula only. Book it as soon as you arrive at the hotel.

Local producers

We are invested in the dynamics of Strasbourg and the local economy and let you benefit from their exceptional Alsatian products.

We follow the instructions of the health authorities with the utmost attention and will adapt these protocols accordingly.

A memorable stay

Our teams are keen to provide you with a unique experience in the heart of Strasbourg. For any question or a special request, don't hesitate to get in touch with us so that we can meet your expectations!

Enjoy your stay with us!

Sandrine Hugonot,
Director