

Frontenac Group Health Commitment Charter

Because your comfort, health and safety have always been at the heart of our priorities, the Frontenac group has implemented a Charter of Commitment, valid in all its hotels.

WELCOME YOU IN SECURITY, AN ABSOLUTE NECESSITY

At the first warning signs, we implemented several preventive measures. The Frontenac group has set up training courses for all the staff of our hotels in order to scrupulously apply all the recommendations of the World Health Organization, the Government and the Regional Health Agencies.

The hygiene rules of our hotels have been adapted so that our teams can work and welcome you safely.

Continuous training and testing for our teams

Appointment of a referent in each establishment, to ensure the implementation of protection measures, staff training and monitoring compliance with the instructions;

- Continuous training of all staff in new procedures with knowledge checks;
- Display of prevention information and barrier actions for our staff;
- Reinforcement of the cleaning protocol with disinfectant for common areas as well as for bedrooms, several times a day (notably elevator buttons every 2 hours, door handles, seats, tables, switches, floors, etc.);

A reception redesigned for your safety (non-exhaustive list)

- The bar, seminar rooms, and room service are not available.

Before your arrival

- We ensure the ventilation of the rooms at least 2 hours a day,
- A minimum of 24 hours will be respected for the use of one same room,
- All keys / cards are disinfected for each use,
- The linen is disinfected as well as the linen workspaces.

Upon your arrival

- Hydroalcoholic gel at your disposal,
- For security reasons and for your health protection, we have eliminated the baggage service.
- Each receptionist wears a mask, has hydroalcoholic gel, disinfectant wipes for his workspace or welcomes you behind a plexiglass plate or, failing this, can be protected by a plastic visor,
- To limit the number of contacts on reception, we offer:

Pay your stay, ideally by bank card, the terminal will be cleaned after each usage

Order breakfast in your room.

For the duration of your stay

- Display of information and recommendations in the common areas and in your room,

- Reduction in the number of seats at the reception, making sure to respect a distance of 1.5 m. between the seats,

- Reduction in the number of seats in the breakfast room. The service will be provided from 7 a.m. to 10:30 a.m.

- Suppression of the buffet in the breakfast room

- Application of the room cleaning protocol in accordance with the procedures and use of the appropriate products put in place (disinfection, rigorous and repetitive hand washing of staff, specific order of passage to ensure optimal disinfection, etc.)

- To continue to offer breakfasts in your room, hygiene measures are reinforced in our kitchens, in particular:

- Mandatory mask wearing
- Bactericidal soap for mandatory hand washing every 30 minutes,
- Respect for the social distance of 1.5m,

- As a safety measure and for your health protection, you will decide if you require room to be cleaned during your stay, or not.

At the time of your departure

- Provision of a box or basket to deposit your key / card, for disinfection before each new use,

- Possibility of sending the invoice for your stay directly by email.

We have also updated our commercial policy. Our objective is to guarantee our customers a reassurance of flexibility and comfort of booking for their stay already booked or to come. Our cancellation or postponement conditions are available in our general conditions of sale.

Take good care of yourself and your loved ones.