

SPECIAL MEASURES RELATING TO COVID-19

Your only preoccupation must be to enjoy your holiday.

1) ADAPTATION OF OUR CANCELLATION POLICY.

→ reservations made before 14/03/2020 with entry date until 31/05/2020 may benefit from a full refund.

→ cancellations for justified medical reasons or for inability to travel on the order of health or government authorities, may benefit from a full refund.

→ for all other cancellations, we offer the possibility of returning the payment of the deposit in the form of a voucher, valid for all our accommodation until 30/09/2021. In addition, this voucher is accompanied by a special 5% discount on your next reservation. If after 30/09/2021, you have not been able to redeem your voucher, we will reimburse you in full.

2) ADAPTATION OF OUR CLEANING SERVICES.

→ subcontracted companies carry out cleaning according to the Covid-19 prevention, disinfection and hygiene protocols approved by the health and tourist authorities.

→ subcontracted cleaning companies have trained their staff and dispose of a specific equipment and products for a perfect disinfection.

→ this year, we will be using disposable bed linen (mattress and pillows protectors) for the first time.

→ the laundry company will treat the laundry at more than 60 ° C and with disinfectant products.

3) ADAPTATION OF OUR CUSTOMER SERVICE.

→ our staff has been prepared and trained to welcome you respecting the necessary protection and prevention measures.

→ we have adapted our agencies:

- signaling of safety distances and installation of protective screens.
- provision of disinfectant gel on all our tables.
- strengthening the cleaning and disinfection of our agencies.

→ we would have liked to welcome you personally but this year, in order to minimize contact, the management of your reservation and all the payments will be made exceptionally in advance online.

→ on the day of your check-in, you will receive all the information in writing to fully enjoy your vacation and your accommodation.

→ key boxes will be installed in the accommodation where it's possible.