

At each touchpoint along the guest journey through an Accor property, extensive measures are being taken to protect our guests and employees, and aid in preventing the spread of COVID-19.

All protocols have been developed following the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities, and have been validated by our expert advisory partners for maximum efficacy. Enhanced hands-on training, dedicated on-property rollout committees and a formal audit program ensure initial and continued compliance at all hotels across North & Central America.

Overview



PHYSICAL DISTANCING

Hand hygiene, including proper handwashing & hand sanitizer stations
Mandatory screening for all guests and employees, which may include a temperature check
Masks provided to all guests and worn by all employees
Increased cleaning & disinfecting frequency, with continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19
COVID-19 awareness, education & training
Formal cleaning & disinfecting audit program

RESERVATION

For more confidence in your booking, flexible rates are always available, allowing change or cancellation up to 24 hours in advance of arrival
Visit all.accor.com for the most up-to-date information on Accor's global cancellation policies

PRE-STAY

Via pre-arrival communications, we are asking guests to self-identify if they belong to a risk group for COVID-19; if yes, we ask that they postpone their travels until the risk period has passed, in order to help us ensure the wellbeing of all our guests and employees
Each guest will receive communication from the hotel prior to arrival providing additional information on arrival process, online check-in, hotel services & amenities, fast checkout, and more
Guests encouraged to use pre-arrival communications to reduce contact upon arrival

ARRIVAL

Masks worn by bell persons and valet attendants
Increased frequency of bell cart cleaning & disinfecting
Hard-case guest luggage disinfected and/or disinfecting wipes made available to guests

WELCOME & CHECK-IN

Masked guests greeted with hand sanitizer and masks available upon arrival
Mandatory screening for all guests, which may include a temperature check
Adjustments to front desk to promote physical distancing (i.e. plexiglass partitions, extra desks where needed, etc.)
Guestroom keys disinfected
Welcome letter communicating cleaning procedures, amenities available upon request, via QR Code with protocols in public spaces

LOBBY & PUBLIC SPACES

Hand sanitizer stations in key areas throughout hotel
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points
Removal of coffee & water station; bottled water available from front desk
Lobby seating area rearranged to facilitate physical distancing
Signage and markers communicating physical distancing protocols in public spaces

ELEVATORS

Signage to promote physical distancing
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
Hand sanitizer available in elevator foyers

PUBLIC WASHROOMS

Antibacterial soap year-round
High-touch disinfecting every hour with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

GUEST ROOM

Avoid assigning connecting rooms to parties not traveling together, whenever possible
Dedicated floors and self-isolation procedures assigned to guests who display a higher temperature at the time of screening
"Wellness kits" provided in each room (masks and disinfecting wipes)
Tea / coffee maker provided, and disinfected between each use
Removal of printed collateral and stationary from guest rooms
Guest requests carried out in a thoughtful manner with guests' safety top of mind
Proper hand washing procedure noted in guest bathroom, where applicable

HOUSEKEEPING

Stayover housekeeping service every third day and wellness checks daily
No housekeeping service while guest is in room
Personal Protective Equipment worn by all room attendants and changed after each guestroom
Enhanced focus on disinfection of all guest room touchpoints, plus continuation of extensive training and auditing
Continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19

RESTAURANTS

Masked welcome greeter offers hand sanitizer upon arrival, masks provided if guest arrives without
Mandatory screening for all diners
Seat allocation to promote physical distancing
Shift to laminated menus, disinfected between each use
Change of items / disinfection of all touchpoints on table between diners
Increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
Masks for all restaurant workers, front and back of house

IN-ROOM DINING

Contactless option for drop-off and pick-up at door
Shift to disposable accompaniments, such as salt and pepper, etc.
Removal of additional tray accessories when order is delivered (i.e. flower vase, etc.)
Trays disinfected between each use
Delivered by In-Room Dining attendant in mask and gloves

FAIRMONT GOLD

Hand sanitizer dispensers available in various locations throughout lounge
Seating areas rearranged to facilitate physical distancing
No self-service available in lounge
Canape/breakfast offerings in individual servings, or food and beverage credit in outlets made available
Disinfecting wipes next to computer area
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
Signage and markers communicating physical distancing protocols

CONCIERGE

Distance maintained during all interactions via signage and plexiglass partitions, where possible
Use of digital confirmations and communication, where possible
Packages will be disinfected or quarantined, depending on guest preference
Communication with preferred partners to ensure consistency of cleaning and safety procedures

BUSINESS CENTER

Hand sanitizer stations in key areas throughout hotel
Set-up of computer and equipment to promote physical distancing
Business amenities available upon request, ensuring disinfecting between each use
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

POOL / RECREATION

Masks worn by attendants providing towels
Physical distancing maintained via signage, placement of chairs and umbrellas, and revised occupancy limits
Lounge chairs, sun umbrellas and lifeguard stands disinfected after each use
Hand sanitizer stations in key areas throughout hotel
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, including public areas, restrooms and towel desk
Signage and markers communicating physical distancing protocols in public spaces

FITNESS

Hand sanitizer dispensers and disinfecting wipes available throughout facility
Physical distancing maintained via signage and markers
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
Signage and markers communicating physical distancing protocols in public spaces

SPA

Revised menu of services
Masked welcome greeter offers hand sanitizer and mask upon arrival to spa
Mandatory screening for all guests
Physical distancing maintained via signage, placement of furniture, locker assignments, revised occupancy limits, and scheduling of reservations
Masks worn by all employees; gloves changed and hands washed before and after each treatment, at a minimum
Lockers, vanities, showers, treatment rooms, etc. disinfected after each use
No self-service food & beverage in spa or relaxation lounge
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
Shift to low- or no-touch payment where possible
Signage and markers communicating physical distancing protocols in public spaces

MEETINGS & EVENTS

Hand sanitizer and masks available upon arrival
Check-in queues to promote physical distancing
Event set-ups to facilitate physical distancing; use of outdoor space whenever possible
Hand sanitizer stations in key areas throughout event spaces
Self-serve buffet options for customers will not be permitted
Buffet attendants mandatory, until restrictions are lifted for self-service
Gloves & masks for all employees servicing event
Disinfection of all touchpoints (tables, chairs, linens, etc.) between events with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

CHECKOUT

Contactless checkout via email, text message, telephone or television
Keys may be left in room or in checkout box in the lobby, to be disinfected
Promote email invoice

DEPARTURE

Gloves and masks for bell persons
Increased frequency of bell cart cleaning & disinfecting
Temporary suspension of house car service

EMPLOYEES

The above represents a sampling of the new health & safety measures being implemented at Accor luxury properties across North & Central America. This list is not intended to be all-inclusive, but to offer an overview of how Accor is working to safeguard the health and wellbeing of its guests and employees. All standards will be reviewed and re-evaluated regularly to ensure relevance and maximum efficacy, and are subject to change based on the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities.



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