

DIANA

HOTELS COLLECTION



Our commitment to health, safety and security

The health, safety and well-being of our customers and our associates remains our top priority as of the recent evolution of the COVID-19 pandemic.

As a result, Diana Hotels Collection has implemented a protocol for each of its hotels. We are enforcing daily strict sanitary conditions by strengthening hygiene, cleanliness and safety procedures.

Please find below the details of this protocol for a safe stay. Our operations manager, responsible and referent "COVID-19 protocol" controls scrupulously its application on a regular basis.

- All common areas as well as all surfaces are regularly disinfected using a virucidal product.
- Ground markings are present at the reception to respect social distancing.
- Installation plexiglass protection at the reception.
- Our associates are compulsorily wearing a mask which is changed every 4 hours.
- Hydroalcoholic solutions as well as masks are supplied to our guests.
- Reinforcement of the cleaning standard operating procedures of the rooms and use of virucidal products on all areas and surfaces. The number of items in the rooms has been reduced in order to minimize risks as much as possible. Wearing disposable masks and gloves is compulsory for our housekeeping associates.
- The use of credit cards for any transaction is highly recommended. We are systematically disinfecting the payment terminals after each transaction.
- Invoicing is done automatically and sent by email.

01/06/2020.