



## MIJE GROUP HEALTH COMMITMENT CHARTER – COVID-19

Dear Madam, Sir

Because **the safety of the members of your group**, as well as that of our employees, service providers and suppliers, is our **priority**, we have created a **health commitment charter** specifying the **measures we are implementing** in order to **welcome you in the best conditions**, in compliance with current health standards. These measures will apply during the COVID-19 pandemic and may evolve in accordance with the directives of the competent public authorities.

We have adapted our services and our staff have been trained in the new applicable procedures by our "health protocol" specialist, **so we can welcome you in optimal safety conditions and to allow you to enjoy your stay with complete peace of mind.**

We invite you to read this charter and communicate it to all the participants, to ensure that the precautionary measures are applied by all as soon as you enter the grounds of our hostels. We inform you that it is **compulsory to wear a mask** from the age of 6.

We look forward to welcoming you back (a little differently...) in Paris.

### BEFORE YOUR STAY

You should provide your travel consultant with the following information in advance of your stay:

- ▶ Total number of participants, with breakdown of pupils (girls/boys) and accompanying adults (women/men), specific rooms booked if necessary
- ▶ Schedules for the breakfast service, and for meals, if required
- ▶ Estimated arrival and departure times
- ▶ Confirmation of additional services booked and schedules timetables

In order to reduce check-in formalities, **please complete the list of rooms allocated to your group before your stay**, indicating the first and last names of each participant; **the list will be given to the receptionist on the day of your arrival.**

On the day of departure for Paris, **please ensure that none of the participants present any COVID 19 symptoms**, which, on arrival in our hostels would result in the initiation of the procedure for treatment by the competent medical authorities and isolation of all members of the group.



## PRECAUTIONARY MEASURES

**In order to protect yourself and others**, we ask you to inform all participants of the necessity to respect the precautionary measures and instructions provided:

- ▶ **Everyone must wear a mask** (from 6 years old for children) in all indoor and outdoor common areas (including eating areas and sanitary facilities)
- ▶ Comply with precautionary measures (washing your hands regularly, coughing or sneezing into your sleeve or into a disposable handkerchief)
- ▶ Respect a minimum physical distance of one metre between each person in circulation areas and shared spaces
- ▶ Use the soap/alcohol-based hand sanitizer made available
- ▶ Limit the use of the lift to one person at a time

## YOUR ARRIVAL AT OUR HOSTELS

**The main person in charge of the group** is invited to report to the reception desk to carry out the check-in procedure, hand over the list of rooms previously completed with the first and last names of each participant, sign the arrival form, collect the access cards to the rooms and confirm the estimated time of departure at the end of the stay.

We have equipped our "Reception" areas with a plexiglas protective screen to protect you and our employees. Our receptionists wear masks and have been trained in the sanitary protocols to be applied during arrival and departure formalities. Our reception areas are regularly disinfected and ventilated.

We have installed floor markings in order to respect the minimum physical distance of one metre between each person. For access to the reception area at the Fourcy hostel, we invite you to wait before entering if two people are already in the reception; access is limited to two people at a time.

## ARRIVAL PROCEDURE / CHECK-IN:

We have established a sanitary protocol to be respected by our reception team, to ensure that your arrival in our hostels takes place in the best possible sanitary conditions:

- ▶ Our receptionists wear face masks, wash their hands with alcohol-based hand sanitizer on the arrival of each new client, respect precautionary measures and social distancing
- ▶ Each client arriving at reception is invited to wash their hands using alcohol-based hand sanitizer
- ▶ Disinfection of returned room cards
- ▶ Use **your own personal pen** to sign the arrival form.



## DURING YOUR STAY:

In order to keep contact with our reception team to a minimum, we invite you to report to the reception desk only during arrival and departure procedures, except in emergency situations.

To contact the reception please privilege contact by:

- telephone: + 33 1 42 74 23 45

- email: [accueil@mije.com](mailto:accueil@mije.com) (from 7am to 9pm)

Prior to your arrival, your room will be fully disinfected with a virucidal product that meets the EN 14476 standard.

In order to preserve the safety of all, **no member of our staff will enter your room during your stay.**

**The cleaning protocol will be reinforced in the sanitary facilities and common areas** of our hostels, with regular disinfection of all points of contact: door handles, switches, soap dispensers.

For everyone's protection, we invite you respect the following measures during your stay:

- ▶ Application of the precautionary measures
- ▶ Air your room for 15 minutes every day (weather permitting)
- ▶ Comply with the breakfast and meal schedule validated by your travel consultant, and with the placement instructions given by our staff, in order to respect social distancing between each group of guests.
- ▶ **Report any symptoms of COVID 19** (fever, repeated coughing, loss of taste or smell) **to the reception desk by telephone** so that the medical procedure for handling the case can be initiated by the competent medical authorities. While waiting for the diagnosis, for the safety of other clients and our teams, it is advisable that the participant presenting the signs suggestive of COVID 19 should remain isolated in a dedicated room, and that all other members of the group remain confined in their rooms.

The isolated person must not go to the common areas (self-catering restaurant, common room, ...); breakfast and meals will be organised in the dedicated room, in collaboration with the group leader.

If the result of the PCR test confirms COVID-19 infection, the group leader should provide the health authorities with the list of people who may be at risk including all group members and supervisors. The following information should be provided:

- for minors: surname, first name, date of birth as well as the telephone number and email address of their legal guardians

- for adults: surname, first name, date of birth, telephone number and email address



## DEPARTURE PROCEDURE / CHECK-OUT:

**The person in charge of the group** is invited to report to reception alone, in order to carry out the departure procedure and to return all the room access cards, which will have previously been collected from all the participants.

In order to limit the spread of COVID-19, **our best allies are complying with precautionary measures and all instructions provided, as well as personal responsibility.**

We are committed to doing everything within our power to welcome you in all serenity and we count on all participants to comply with the precautionary measures to guarantee the safety of all.

We wish you an enjoyable stay in our hostels.

The MIJE PARIS team