



MIJE HEALTH COMMITMENT CHARTER – COVID-19

Dear Clients,

Because **your safety**, as well as that of our employees, partners, 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 procedures applicable 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 to apply the precautionary measures 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.

PRECAUTIONARY MEASURES

In order to protect yourself and others, we ask you 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



ARRIVAL AT OUR HOSTELS

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.

Our luggage service is suspended for health reasons; if you arrive in Paris before 3pm on the day of your arrival, or if you wish to enjoy your last day in Paris in complete freedom, you can leave your luggage in one of the 5 "City Locker" areas (online locker reservations: www.citylocker.paris), a company that is a member of the Paris tourism commitment charter "Caring attitude".

For your safety, we have removed all paper documents usually found in the form of flyers and brochures in the reception areas. For all tourist information on activities and events taking place during your stay, we invite you to visit the Paris tourist office website: www.parisinfo.com

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
- ▶ The credit card terminal and returned room cards are disinfected every time they are used

In order to protect you and our reception team, we invite you to apply the following precautionary measures:

- ▶ Payment by credit card, contactless if possible, is recommended
- ▶ Use your own pen



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:

By phone: + 33 1 42 74 23 45, or by email: 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. If you wish to change your bed linen during your time with us, you will have to make a request by phone or e-mail to the reception desk to organise the change of bed linen.

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 to implement the following precautionary measures during your stay:

- ▶ Air your room for 15 minutes every day (weather permitting)
- ▶ Comply with the breakfast schedule defined at your arrival, 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. While waiting for the diagnosis it is advisable to remain confined to your room, as well as those accompanying you, for the safety of other clients and our teams.

DEPARTURE PROCEDURE / CHECK-OUT:

The magnetic room card should be put into the dedicated urn and the balance of your stay paid, if necessary. For this purpose, we invite you to prefer contactless credit card payment. The invoice for your stay will be sent to you by e-mail, on request to the receptionist.

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 your compliance with the precautionary measures to guarantee the safety of everyone.

We wish you a enjoyable stay in our hostels.

The MIJE PARIS team