

# SAFER THE MERRIER

100% FRIENDLY BOOKING TERMS

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The whole °F7 team is committed to welcome you safely for the 2020-2021 winter season.  
We will stringently apply French government sanitary measures within our hotels and we will adapt as things progress to allow our clients to live the true °Fahrenheit Seven experience!

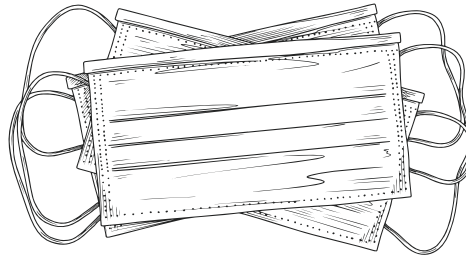
VAL THORENS



COURCHEVEL

## **AT °F7, "FRIENDLY" MEANS...**

...we guarantee the most flexible booking terms! On March 13, when the government made the decision to close all hotels and restaurants, we fully refunded all our clients who were not able to stay with us (no vouchers!). In total, we reimbursed more than one million euros to our clientele.



## **STAY SAFE WITH °F7**

Giving the uncertainty of the current pandemic, we have chosen to follow the same refund policy for this winter. If there are any government restrictions (either in France or which effect your ability to travel), free cancellation and a complete refund will be offered.

Now that our reservations are open and we will hopefully be welcoming you back again to our hotels, we wanted to inform you of a few changes that we have made to minimise the risk.



# CLEANLINESS = SAFETY!

MORE THAN EVER, HYGIENE IS OUR TOP PRIORITY!

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In communal areas, you will see us cleaning and sanitising more often. We will disinfect the front desk, toilets, door handles, counters, tables, lift buttons, etc regularly.

To keep hands clean, hand-sanitiser will be visible and easily available throughout the hotel.



# CHECK-IN

MOVE IN QUICKLY AND SAFELY

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We will try to keep check in as brief as possible while providing you with your room keys and all the useful information you will need during your stay.

There will be extra-cleaning of the front desk. All room keys, pens and terminal payments that you will be in contact with, will be sanitised before and after use.

A handshake ? Please excuse us when we will politely decline.  
We only think about you and your health.

**NEED ANY INFORMATION ?** We will ask for your mobile phone number and we will be reachable at any time through WhatsApp! You can also find all the hotel-related information by scanning the QR Code with your mobile when you arrive.



# IN THE ROOMS

## BACK TO BASICS

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We have kept all you need and removed everything that is not necessary.

We have removed, pens, note pads, cards and room-directories Everything will however be available by scanning the hotel's QR Code.

We will clean your room with even more care than usual.

We will pay special attention to all frequently used objects including TV-remotes, light & heat switches, door handles.

Feel like room service? We will leave the tray in front of the door to minimise people going in and out of your room.



# AT THE ROTISSERIE & THE ZINC

THIS WILL CONTINUE OUR HIGH-QUALITY CUISINE,  
BUT WITH A FEW CHANGES !

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We have rearranged tables to respect social distancing recommendations.

Our bar and restaurant menus will be available through our F&B QR Code (although additional disposable menus will also be available on request).

We have removed the breakfast and desserts buffets and will now serve these to you at your table.

We have cancelled our monthly festive events (« Seven »), but we will also remain faithful to our F7 DNA: friendly, cool and fun! Join us on Thursdays, Fridays and Saturdays at the Zinc to enjoy our music evenings (DJ set and live band).



# NEIGHBOURLY RELATIONS

WE WILL BE STAYING TOGETHER,  
LET'S BE KIND WITH EACH OTHER

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Show us your most beautiful mask! Don't forget to protect yourself when necessary and as required by the government.

Hand-sanitiser will be available at all entrances, in the lobby and in front of the lifts and in the WCs; please use it!

We will follow social distancing rules as much as possible. We might ask you to limit the number of persons at a time in the lift or the lobby.

Be considerate! Signage will remind you the distances to observe.





# THE °F7 TEAM

TAKING CARE OF OUR EMPLOYEES,  
SO THEY CAN TAKE CARE OF YOU!

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We have trained our teams in current health protocols.  
Everybody is ready to follow these new rules.

Masks are mandatory and are given to our teams for their  
safety and yours.

If someone close to a °F7 team member presents symptoms  
of Covid-19, our team knows how to handle the situation.

Social distancing rules will be observed in all staff-areas,  
including offices and kitchens.

**IF YOU ARE NOT FEELING WELL** and present symptoms of Covid-19:  
please, isolate yourself!!! We will contact health authorities to provide any  
medical care needed.

# **WELCOME BACK !**

We can't wait to open our doors and see again your smiling faces under your most beautiful masks. We will monitor things closely as the world is evolving. Please don't hesitate to come back!