

*Winter sports resorts are unspoilt environments in so many ways, as illustrated by their rich heritage, and embodied by their closeness to nature. For many, winter sports holidays are a symbol of enjoyment, fun and relaxation, an idyll that encourages well-being in the pure, fresh mountain air. Against the backdrop of the public health crisis, mountain holidays are all about inner calm, physical activity and switching off from the day-to-day. But resorts are also sociable places that involve a lot of mixing and spending time together. Holidaymakers are outside as much as they are inside.*

*That's why safe health practice is everybody's concern. Preserving our resort's health ecosystem requires the responsibility of all our guests, including you, and that of each of our stakeholders and partners. **We have designed this health Charter, which is stringent because it is responsible.** The job of a resort is to "take care of you", so everybody has taken the required steps applicable to their business, to guarantee continuing safety and good health in the village of Brides-les-Bains.*

*This Charter is subject to change depending on the recommendations and legal obligations imposed by the French public authorities.*



## THE RESORT OF BRIDES-LES-BAINS IS MAKING COMMITMENTS FOR YOU !

Brides-les-Bains is a year-round resort. In winter, it's all about snow, outdoor activities, Les 3 Vallées and the Grand Spa Thermal. In summer, the thermal resort welcomes those on spa retreats, hikers and sports lovers.

In the summer season just gone, the village welcomed spa retreat visitors and holidaymakers over a 5-month period. In a tricky health context, it was important to offer a safe, protected space to everybody staying in the village. Conscious of the need to protect holidaymakers' health, Brides-les-Bains directed all of its know-how and thermal expertise at that goal. The village's background in thermal treatments and years of health and wellness experience gave rise to the creation of a health charter. Adopted in addition to governmental health protocol, this charter formally setting out a set of health rules was approved by the French Department of Health, which is part of the French Ministry of Social Affairs and Health, and was subsequently put into action and tested throughout the summer season.

*Protecting the health of holidaymakers and taking preventative measures are responsibilities we take seriously. To ensure we can welcome you under the best possible circumstances in winter 2020-2021, Brides-les-Bains is extending the application of its health charter across the entire village.*



## **OUR PARTNERS ARE TAKING STEPS WITH US, FOR YOU !**

Thermal and winter sports resorts have been granted "listed tourism resort" status. It is awarded by the state and accredited organisations in recognition of excellence and the provision of safety and assurances to spa retreat visitors and clients. Once again in the current health crisis, each of the resort's economic and healthcare stakeholders (doctors and other healthcare professionals, accommodation owners, restaurateurs, shops, leisure facility providers, transport companies...) are demonstrating their support for your safety throughout your stay right up until the moment you leave. Every partner is responsible for keeping you safe inside their establishment.

***Under the aegis of the health Charter, each service provider commits to :***

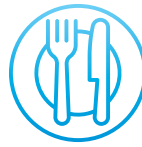


Ensure that the directives and recommendations issued by the authorities in the fight against Covid-19 are applied



## Apply and respect the protocol and guidelines applicable to their sector

### HOTELS, CAFES & RESTAURANTS



<https://umih.fr/export/sites/default/.content/media/pdf/2020/Fiches-sanitaires/29052020/GUIDE-SANITAIRE-UMIH-Ok.pdf>

<https://travail-emploi.gouv.fr/IMG/pdf/protocole-deconfinement-covid-19-hcr.pdf>

### GUEST HOUSES & SEASONAL RENTALS

( GÎTES AND FURNISHED APARTMENTS )



<http://pro.auvergnerhonealpes-tourisme.com/res/222c308e670ec3e3aa7b642fb2f3533ace77a3bc.pdf>

### NATIONAL UNION FOR THE PROMOTION OF HOLIDAY RENTALS ( UNPLV )



<http://www.unplv.fr/app/download/35489225/Protocole+sanitaire+UNPLV-O%C2%B2+Care+Services.pdf>

### TOURIST RESIDENCES, HOLIDAY VILLAGES & CLUBS



[https://travail-emploi.gouv.fr/IMG/pdf/guide\\_de\\_bonnes\\_pratiques\\_residences\\_de\\_tourisme\\_clubs\\_et\\_villages\\_vacances.pdf](https://travail-emploi.gouv.fr/IMG/pdf/guide_de_bonnes_pratiques_residences_de_tourisme_clubs_et_villages_vacances.pdf)

### SHOPS



<https://travail-emploi.gouv.fr/le-ministere-en-action/coronavirus-covid-19/proteger-les-travailleurs-les-emplois-les-savoir-faire-et-les-competences/proteger-les-travailleurs/article/fiches-conseils-metiers-et-guides-pour-les-salaries-et-les-employeurs#commerce>



Respect the preventative measures required to keep you safe on a daily basis



Ensure that customers also respect these same preventative measures



Maintain a considerate, attentive approach to their clientele

## ***A responsibility that translates into 4 major commitments...***



### **Commitment 1**

## ***Intensify hygiene measures***



Increase cleaning and sanitisation and adapt to the health authorities' requirements and recommendations

- ✓ Increase the frequency and in some cases intensity of cleaning of surfaces, furniture, equipment and any frequently touched objects (machines, packing materials, door handles, light switches...)
- ✓ Increase the ventilation of inside spaces



### **Commitment 2**

## *Protect you during your stay*

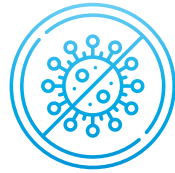
- ✓ Make sanitisation products available to the public in a range of places
- ✓ Put markings on the ground and display signage to maintain safe distances between customers in waiting areas
- ✓ If possible, accept only contactless card payments. Systematically sanitise payment terminals
- ✓ Enforce preventative measures among employees, service providers and clients



### **Commitment 3**

## *Protect resort employees*

- ✓ Make individual protective equipment and cleaning products specifically adapted for Covid-19 sanitisation available
- ✓ Train employees in the use of products and measures to prevent the spread of Covid-19 and in intensified hygiene procedures



#### **Commitment 4**

### *Limit the spread of Covid-19*

- ✓ Respect preventative measures and enforce them among holidaymakers, employees and service providers
- ✓ Ensure the clear communication of all Covid-19 preventative measures put in place by your establishment
- ✓ Enforce the relevant rules in the event of a suspected case or cases of Covid-19
- ✓ Put any employee with a temperature and/or other Covid-19 symptoms in isolation
- ✓ Nominate a *safety and healthcare* representative in your establishment



## **MAKE THESE COMMITMENTS WITH US, FOR EVERYBODY !**

The fight against the spread of Covid-19 is everybody's responsibility.

We are doing everything we can to protect you; with this Charter, we invite each of the resort's guests and residents to contain the viral threat by protecting themselves and others. Don't harm others through negligence and let the resort be what it should be: somewhere that safeguards your health.

***In the context of this health policy, each guest commits to :***



#### **Commitment 1**

### *Intensify hygiene measures*

- ✓ Keep in strict accordance with the hygiene and preventative measures required by the resort and thermal establishments (handwashing, wearing the required protective equipment)
- ✓ Wash your hands regularly with soap or a hydroalcoholic sanitising solution
- ✓ Avoid touching your eyes, nose and mouth
- ✓ Respect the respiratory hygiene rules : cover your mouth and nose with your inner elbow or with a tissue should you cough or sneeze - dispose of the tissue immediately in a bin with a lid and wash your hands with soap and water or a hydroalcoholic sanitising solution



### **Commitment 2**

## *Protect yourself during your stay*

- ✓ Keep in strict accordance with the instructions previously issued by the establishment
- ✓ Strictly observe social distancing measures
- ✓ If possible, make contactless payments by bank card
- ✓ Keep meticulously to the indicated routes when moving around inside businesses



### **Commitment 3**

## *Limit the spread of Covid-19*

- ✓ Reduce close social interactions to a minimum
- ✓ In the event of mild symptoms (a cough or fever), self-isolate and contact a GP
- ✓ At all times (before, during and after your stay), in any form, inform the establishment of even the mildest symptoms that might indicate Covid-19 infection

- ✓ Download and activate the StopCovid app which allows you to designate yourself as a positive case and alerts you in the event that you are in contact with somebody who has been contact with the virus



*Visitors, residents and professionals,  
let's protect everyone's health*



Version as of 3rd November 2020

