



YOUR HEALTH AND SAFETY IS OUR ABSOLUTE PRIORITY

We have introduced intensified hygiene & prevention measures to ensure your safety. The ALLSAFE label, developed with and vetted by Bureau Veritas, represents our new elevated cleanliness protocols and standards, and provides assurance that these standards have been met in our hotels.



Guests provided with individual sanitiser, wipes and mask.



Social distancing enforced in all common areas.



Contactless check-in, check-out and payments carried out whenever possible.



Sanitiser provided in key public areas. (front desk, elevators, restaurants, etc.)



Strengthened room cleaning protocols including extra disinfection of all high touch room and bathroom areas.



Reinforced cleaning program in public areas with frequent disinfection of all high touch areas.



Employees given comprehensive safety and hygiene training.



Guest access to medical professionals and tele-medical support.



Reinforced food safety standards and new buffet protocols.



Safe room service provided at no extra charge in case of restaurant closures.



Dedicated guest hotline to answer questions and to best prepare their stay.



ALLSAFE Officer appointed across all Accor hotels, responsible for guest health and wellbeing.

RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND
FAIRMONT \ SLS \ SO \ SOFITEL \ THE HOUSE OF ORIGINALS \ RIXOS
ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN
PULLMAN \ SWISSÔTEL \ ANGSANA \ 25HOURS \ HYDE \ MÖVENPICK
GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE
ADAGIO \ MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS
BUDGET \ GREET \ JOE&JOE \ HOTELF1