



HELIOPIC
HOTEL & SPA

Dear Guests,

We are very happy to welcome you to the Heliopic & Spa hotel.

We put every effort to make your stay enjoyable and ensure your health safety. Our teams are available for any question, comment or need, do not hesitate to refer to them.

We take specific measures in each place of the hotel, you will find those detailed on every location.



In all area, please respect the obligation of wearing a mask.

We rely on you to respect the barrier gestures within the hotel for the well-being of all.



An employee is responsible for the cleaning and disinfection of common areas throughout the day.

Our night auditor does his night watch with disinfection equipment.

All of our staff take special care in the cleaning and disinfection of all points of contact.



Materialized queues are available in all places that may be required.

Ground stickers have been placed to allow you to comply with physical distance measure.



Hydroalcoholic gel is available at each entrance of the hotel.

Thermometres are available at reception upon request.

Plexiglas are placed at every necessary location.



Credit card payments at each point of sales are recommended.



A valid health pass is mandatory to access to the common areas of the hotel (bar, breakfast area, restaurant, terrace, spa).

Health pass will be verified with a dedicated mobile phone.



As much as possible use the lift to go up and the stairs to go down, a single guest or a family are accepted in the elevator.

Use your room key to select your floor.



Dinner is open from 7:00 pm to 10:00 pm.

For your comfort, remember to book at the front desk.

Decontamination measures are reinforced in the kitchen.



We prioritise autonomous work to limit the risk of contagion. All working processes have been rethought as part of the battle against the spread of the virus.



Our staff has received a specific in house training to protect themselves and yourself.

If one of our employees has symptoms, they do not come to work.

Each staff member is checked before starting their shift.



Breakfast is served in the restaurant from 06:30 am to 10:00 am.

Specific measures have been put in place at the restaurant to welcome you for breakfast and dinner.



Accompanied children can visit the Spa from 10:00 am to 14:00 pm.

The Spa is open to guests 13 years and older, from 10:00 am to 9:00 pm without reservation.

However, to ensure a quality experience, access is limited to 50 people at a time.