ALL Stay Well.

We are committed to ensuring that you stay safe and stay well in all of our hotels.

For more than 130 years, our loyal guests and employees at Accor properties across North & Central America have entrusted us with their care and safety. We have a long-standing tradition of setting new benchmarks for excellence in our industry and today is no different. As we navigate through this unprecedented moment in our history, we remain deeply committed to the wellbeing of our Accor family. Today, this means keeping you safe by preventing the spread of COVID-19 – by partnering with top experts, investing in research, new standards of safety, enhanced protocols and procedures which will address our new reality. And though it is impossible to know what tomorrow holds, please be assured that we are looking ahead, through and past the COVID-19 pandemic, to ensure that you, our valued guests and employees, will always be looked after with the highest degree of care and comfort. Stay well with ALL.

Global Programs

ALLSAFE

High standards of hygiene and cleanliness are already delivered across all our brands, all over the world. However the COVID-19 pandemic demands that we elevate those standards even further; therefore, we have launched the ALLSAFE label, which represents some of the most stringent cleaning standards & operational procedures in the hospitality industry.

Accor’s global cleanliness & prevention standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certification. The ALLSAFE label communicates to guests when these standards have been met in our hotels. All Accor hotels must apply the global and regional standards and be audited either by the Group's operational experts or third-party auditors to achieve the new ALLSAFE label.

AXA

To further strengthen our hotels’ commitment to the care of all who visit, Accor has announced a groundbreaking strategic partnership with AXA, a global leader in insurance, offering medical support to guests across the 5,000 Accor hotels worldwide. Guests will benefit from AXA’s most recent advances in telemedicine through free access to medical teleconsultations, as well as access to AXA’s extensive medical networks, with tens of thousands of licensed healthcare professionals. Rollout is expected as soon as July 2020.

Meet our Expert Advisors

Dr. Amesh Adalja
Senior Scholar at the Johns Hopkins University Center for Health Security & spokesman for the Infectious Diseases Society of America

Ruth Petran Ph.D., CFS,
Senior Corporate Scientist, Food Safety and Public Health, Ecolab

Ben Conway MSTM,
Principal Technical Account Specialist, Research Development & Engineering, Ecolab

Andrea Torrance
Senior Vice President, Guest Experience, Accor North & Central America

Brett Patterson
Senior Vice President, Food & Beverage, Accor North & Central America

Kim Van Pelt
Senior Vice President, Talent & Culture, Accor North & Central America
Guest Journey

At each touchpoint along the guest journey through an Accor property, extensive measures are being taken to protect our guests and employees, and aid in preventing the spread of COVID-19. All protocols have been developed following the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities, and have been validated by our expert advisory partners for maximum efficacy. Enhanced hands-on training, dedicated on-property rollout committees and a formal audit program ensure initial and continued compliance at all hotels across North & Central America.

Overview

- Physical distancing
- Hand hygiene, including proper handwashing & hand sanitizer stations
- Mandatory screening for all guests and employees, which may include a temperature check
- Masks provided to all guests and worn by all employees
- Increased cleaning & disinfecting frequency, with continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19
- COVID-19 awareness, education & training
- Formal cleaning & disinfecting audit program
Reservation
For more confidence in your booking, flexible rates are always available, allowing change or cancellation up to 24 hours in advance of arrival.
Visit all.accor.com for the most up-to-date information on Accor’s global cancellation policies.

Stay Pre-arrival communications, we are asking guests to self-identify if they belong to a risk group for COVID-19; if yes, we ask that they postpone their travels until the risk period has passed, in order to help us ensure the well-being of all our guests and employees.
Each guest will receive communication from the hotel prior to arrival providing additional information on arrival process, online check-in, hotel services & amenities, fast checkout, and more.
Guests are encouraged to use pre-arrival communications to reduce contact upon arrival.

Arrival
Temporary suspension of valet parking in favor of self-parking, where available.
Gloves and masks for bell persons.
Increased frequency of bell cart cleaning & decontaminating.
Hard-case guest luggage disinfected and/or decontaminating wipes made available to guests.

Welcome & Check-In
Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival.
Welcome greeter manages queues to promote physical distancing.
Mandatory screening for all guests, which may include a temperature check.
Adjustments to front desk to promote physical distancing (i.e. plexiglass partitions, extra desks where needed, etc.)
Shift to low- or no-touch payment where possible.
Guestroom keys disinfected.
Welcome letter communicating cleaning protocols, amenities available upon request, and protocols in public spaces.

Lobby & Public Spaces
Hand sanitizer stations in key areas throughout hotel.
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points.
Cleaning time sheets displayed.
Removal of coffee & water station; bottled water available from front desk.
Lobby seating areas rearranged to facilitate physical distancing.
Signage and markers communicating physical distancing protocols in public spaces.

Elevators
Signage to indicate maximum occupancy to promote physical distancing.
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in promoting the transmission of COVID-19.
Hand sanitizer available in elevator foyers.

Public Washrooms
Antibacterial soap year-round.
Hand sanitizer stations located outside washrooms.
High-touch disinfecting every hour with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19.
Cleaning time sheets displayed.

Guest Room
Avoid assigning connecting rooms to parties not traveling together, whenever possible.
Dedicated floors and self-isolation procedures assigned to guests who display a higher temperature at the time of screening.
“Welness kits” provided in each room (masks, gloves, hand sanitizer, disinfecting wipes, etc.)
Tea / coffee service provided upon request, and disinfected between each use.
Removal of: minibar items, pens & stationery, hotel collateral, print magazines, alarm clock, etc., items available upon request, and disinfected between each use – new items provided where possible.
Guest requests carried out in a thoughtful manner with guests’ safety top of mind.
Proper hand washing procedure noted in guest bathroom, where applicable.

Housekeeping
48 hour “testing period” between guest stays, followed by cleaning and disinfection.
Stayover housekeeping service every third day and wellness check.
No housekeeping service while guest is in room.
Personal Protective Equipment worn by all room attendants and changed after each guestroom.
Enhanced focus on disinfection of all guest room touchpoints, plus continuous of extensive training and auditing.
Continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19.

Restaurants
Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival.
Mandatory screening for all diners, which may include a temperature check.
Seat allocation to promote physical distancing.
Envelope / pouch to place masks in while dining.
Shift to disposable menus and/or disinfecting between each use.
Change of items / disinfection of all touchpoints on table between diners.
Increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19.
Masks & gloves for all restaurant workers, front and back of house.

In-Room Dining
Contactless option for drop-off and pick-up at door.
Shift to disposable accompaniments, such as salt and pepper, etc.
Removal of additional tray accessories when order is delivered (i.e. flower vase, etc.)
Trays disinfect between each use.
Delivered by In-Room Dining attendant in mask and gloves.

Fairmont Gold / Sofitel Club Millésime
Hand sanitizer dispensers available in various locations throughout lounge.
Seating areas rearranged to facilitate physical distancing.
No self-service available in lounge.
Canape/breakfast offerings in individual servings.
Disinfecting wipes next to computer area.
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19.
Signage and markers communicating physical distancing protocols.

Concierge
Distance maintained during all interactions via signage and plexiglass partitions, where possible.
Use of digital confirmations and communication, where possible.
Packages will be disinfected or quarantined, depending on guest preference.
Communication with preferred partners to ensure consistency of cleaning and safety procedures.

Business Center
Hand sanitizer stations in key areas throughout hotel.
Set-up of computer equipment to promote physical distancing.
Business amenities available upon request, ensuring disinfecting between each use.
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19.

Pool / Recreation
Gloves and masks worn by attendants providing towels.
Physical distancing maintained via signage, placement of chairs and umbrellas, and occupancy limits.
Lounge chairs, sun umbrellas and lifeguard stands disinfected after each use.
Hand sanitizer stations in key areas throughout hotel.
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, including public areas, restrooms and towel desk.
Signage and markers communicating physical distancing protocols in public spaces.

Fitness
Hand sanitizer dispensers and disinfecting wipes available throughout facility.
Physical distancing maintained via signage and markers.
Reservation of gym time through Front Desk or Concierge, where available.
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19.
Cleaning time sheets displayed.
Signage and markers communicating physical distancing protocols in public spaces.

Spa
Revised menu of services; varies by property.
Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival.
Mandatory screening for all guests, which may include a temperature check.
Physical distancing maintained via signage, placement of furniture, locker assignments, revised occupancy limits, and scheduling of reservations.
Gloves and masks worn by all employees; gloves changed and hands washed before and after each treatment, at a minimum.
Lockers, vanities, showers, treatment rooms, etc. disinfected after each use.
No self-service food & beverage in spa or relaxation lounge.
Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19.
Shift to low- or no-touch payment where possible.
Signage and markers communicating physical distancing protocols in public spaces.

Meetings & Events
Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival and manages check-in queues to promote physical distancing.
Mandatory screening for all attendees, which may include a temperature check.
Event set-ups to facilitate physical distancing; use of outdoor space whenever possible.
Hand sanitizer stations in key areas throughout event spaces.
All food and beverage offerings served in individual servings, no buffets.
Gloves & masks for all employees servicing event.
Disinfection of all touchpoints (tables, chairs, linens, etc.) between events with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19.

Checkout
Contactless checkout via email, text message, telephone or television.
Keys may be left in room or in checkout box in the lobby, to be disinfected.
Promote email invoice.

Departure
Gloves and masks for bell persons.
Increased frequency of bell cart cleaning & disinfecting.
Temporary suspension of house car service.

Employees
Mandatory screening for all employees upon arrival, which may include a temperature check.
Masks worn by all employees.
Gloves worn as needed by department.
Hand sanitizer dispensers at entrance and throughout all work spaces and employee common areas.
Physical distancing observed in all employee areas, including dining areas and in hotel communication sessions.
Adjusted shift start times to promote physical distancing of employees.
No self-service or buffet in employee dining areas.
Increased frequency of cleaning and disinfecting in all common areas, i.e. cafeteria, locker room, washrooms, etc. with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19.
COVID-19-related training and retooling provided to all employees.
Signage and markers communicating physical distancing protocols throughout employee areas.

The above represents a sampling of the new health & safety measures being implemented at Accor luxury properties across North & Central America. This list is not intended to be all-inclusive, but to offer an overview of how Accor is working to safeguard the health and wellbeing of its guests and employees. All standards will be reviewed and re-evaluated regularly to ensure relevance and maximum efficacy, and are subject to change based on the guidance of the WHO, CDC & PHAC, AH&LA & USTA, and local health and government authorities.