

Security, flexibility, adaptability and user-friendliness!

Our teams are committed to you

For over 20 years, the welcome and well-being of our customers have been our priorities.

Know that we are doing everything to continue to welcome you in the best conditions by following the recommendations issued by the health authorities.

We have implemented many measures to ensure the safety of our customers and our employees!

This protocol consists in ensuring social distancing, the protection of individuals as well as hygiene measures in places of accommodation and catering.

The Riôtel Group is committed to offering the safest environment always with the same warm and distinctive welcome.

Covid-19 protocol

● SOCIAL DISTANCING AND PROTECTION OF INDIVIDUALS



Online check-in at Riôtel Matane, Percé and Bonaventure and 2 self-service kiosks at Riôtel Matane



Protective screen at reception



Floor marking for possible queues



1 person in the elevator and no more than 4 people of the same family



hydroalcoholic gel available at the reception and in several strategic points of the hotel



Regular disinfection of all customer contact points (door handles, elevator buttons, ramps ...)



Disinfection of our POS (Points of sale) after each use

● HYGIENE MEASURES



Personal protection for our staff and reinforced cleaning protocol in all our hotels



Training of our staff for the application of hygiene measures and wearing of protective equipment



Thorough disinfection of our rooms



Bedding management and disinfection protocol



Specific organization for rooms rented for several nights

FROM JULY 18 !



TO ALL OUR GUESTS

WEARING A MASK IS MANDATORY
to enter and move around the hotel and
restaurant.

Thank you for your collaboration !

RIÔTEL GROUP WISHES YOU A NICE STAY WITH US.
STAY SAFE !