



CARLTON MADAGASCAR IS COMMITTED TO THEIR CUSTOMERS AND PARTNERS TO ADDRESS THE CHALLENGES RELATED TO THE CORONAVIRUS (COVID-19)

With our **50 years of experience**, CARLTON provides you an impeccable quality service and a legendary hospitality in Madagascar. Being the only hotel **certified ISO 9001-2015** in the country since 2016, we have implemented strict hygiene protocols and high security processes that meet the needs and requirements of our local and international customers in terms of hygiene and security.

These days, we have reinforced our standards in quality and hygiene, because the well-being and the safety of our guests and our teams is of paramount importance while providing flexibility to our customers.

We have applied international health recommendations specifically required by our profession as well as by the World Health Organization. Regarding the hygiene, we have been collaborating for several years with the renowned Institut Pasteur de Madagascar. We regularly work with an external specialized company for the hotel disinfection and disinsectisation.

1. **Temperature checks** and **Shoe disinfection** are required at the hotel entrance for all guests and the special entrance for our suppliers and staff.
2. **Wearing a face mask** is required inside the hotel. **Wearing gloves** is mandatory for the staff in contact with food, the frontline and the cleaning staff.
3. **Sanitizer** is available at all our entrances and on each counter welcoming guests.
4. **Social distancing** measures are in place in our public areas, Restaurants, Outlets and Meeting spaces.
5. We are focusing on **frequent deep cleaning and disinfecting** all our surfaces and high-touch areas.
6. We have **enhanced our room cleaning procedure**. We make sure that all our guest room amenities, linen and bedding are disinfected after each service. The rooms are allocated to the new guest 24 hours after the previous guest check-out.
7. **Sanitary Kits** are provided in the guest rooms including **face mask, sanitizer and disinfecting wipes**.
8. We have further focused on our **standards of hygiene and sanitary protocols at the Kitchen and the Restaurants**.
9. We ensure the well-being of our staff by strengthening Personal Protective Equipment (PPE) and by providing regular trainings in terms of hygiene.

We are continuously evaluating and adapting our hygiene and safety standards to ensure the well-being of our customers and to make their stay safe and healthy.

CARLTON MADAGASCAR is ready to welcome you with all the safety guarantees you require.

