

CUSTOMER JOURNEY IN CANNES AND ITS SURROUNDINGS



AIRPORT & ARRIVALS



Certification:

- Nice Côte d'Azur Airport has recently obtained ACI Health Accreditation, which validates their efforts and the measures implemented across the airport.

- Cleaning and disinfection: Commissioning

of an autonomous anti-bacterial mobile robot.

- Reinforcement of cleaning teams with the protocol used in hospitals.
- Provision of hydro alcoholic gel distribution terminal (departure halls-check in and boarding-, baggage, filtering and arrivals area).
- Installation of air purifiers in toilet areas.
- Installation of filters for ventilation.
- Air duct cleaning multiplied by three.

Health & Safety:

- Communication - signage throughout the terminals for passengers indicating measures
- Installation of Plexiglas protective screens in reception areas.
- Physical distancing for check-in, boarding and baggage recovery.
- Mandatory wearing of masks (customers can buy them on site).

LOCAL TRANSPORT



Taxis

- Face mask mandatory
- Front and rear seats separated by Plexiglas.
- Mask for the driver.

- Regular disinfection of vehicles: cleaning of sensitive parts of vehicles (headrest - handles - armrests) with anti-microbial wipes.

- Provision of hydro alcoholic gel.
- Spraying of anti-bacterial products.
- Regular ventilation of the vehicle.

THE CITY OF CANNES



- Cleaning of public spaces, playgrounds, bus stops etc.

- In transport, disinfection of buses.

- Transport: Mandatory wearing of a mask, hydro.alcoholic gel - driver protection, only one seat in two to be available for use.

- Mandatory wearing of masks in busy areas (shops, waiting areas, administrative areas, markets, pedestrian streets...).

- Beaches are open.
- Port is open.

RESTAURANTS AND BARS



Food establishments are taking all the appropriate precautions as per government and hotel management guidelines.

Upon Restaurant entry:

- Respect one-meter distance from other customers and teams.

- Hand washing with the hydro alcoholic solution available at the entrance.
- The toilet facilities will be disinfected several times a day and disinfectant wipes are available.
- Face mask wearing for the staff.

Means of payment:

- Respect one-meter distance from other customers and teams.
- Hand sanitizing with the alcoholic solution available on the counter.
- Contactless payment expected to be widely available.

HÔTELS



HOTELS will be open to welcome guests
Commitment to the implementation of the UMIH health protocol (Union of Hotels)

To date, the sanitary measures are the following (these measures are likely to evolve depending on government

recommendations):

- Physical distancing.
- Face mask wearing for the staff.
- Digitalization of check-in and check-out procedures.
- Increased cleaning operations.
- Limit the number of people allowed per elevator.
- Reinforced rooms cleaning and disinfection protocol.
- Breakfast service in compliance with health protocol (physical distancing and mandatory wearing of face mask).

These measures are a work in progress and will evolve according to changing government recommendations and the situation related to the pandemic.

***Subject to change (depending on changes to French government guidelines.)**