V2 - MAY 20, 2020

GOOD PRACTICE

SEASONAL RENTALS

(GITES AND TOURIST FURNITURE)

AND BED AND BREAKFAST IN THE CONTEXT OF THE

COVID-19 HEALTH CRISIS

GOOD PRACTICE SHEETS

1. Reminder of the main health measures

2. Facilitate, carry out the cleaning and disinfection of your accommodation

3. To welcome its customers in the lodgings, furnished of tourism and guest rooms

INTRODUCTION

Dear hosts,

Many of you are wondering about the guidelines to prevent the spread of COVID-19 within your accommodation: Gîtes, furnished tourist accommodation and bed and breakfast.

To help you, here is some information and best practices that could be useful.

Within the ADN Tourisme federation, the National Federation of Institutional Tourism Organizations, a working group composed of Tourist Offices of Metropolitan France and Overseas, Departmental Tourism Committees and Departmental Tourism Agencies, has been mobilized to coordinate the drafting.

We would like to thank them all for their valuable contributions.

These "Good Practices" are also a tool to support all the Tourist Offices, Departmental Tourist Committees and Departmental Tourist Agencies that accompany you on their territories.

This guide was written in consultation with the national network of Gîtes de France.

This guide complements the documents drawn up and made available by the Government.

The measures indicated must be supplemented by specific measures adapted to the organisation of each accommodation provider.

SHEET N°1.REMINDER OF THE MAIN HEALTH MEASURES

The COVID-19 disease, responsible for a global pandemic, is being transmitted: □ by the projection of droplets (such as sprays) contaminated by a carrier: by coughing, sneezing or close contact in the absence of protective measures (physical distance, barrier measures, wearing a mask). Contaminated droplets are inhaled by the healthy person, and trigger the disease □ by direct physical contact (handshake, hug, kiss...) between a carrier and a healthy person. The virus is then transmitted to the healthy person when they put their hands to their mouth.

□ by indirect contact, via objects or surfaces contaminated by a carrier. The virus is then transmitted to a healthy person who handles these objects when he or she puts his or her hands to the mouth.

We therefore recommend that you strictly apply the "barrier" gestures that are essential for each of us:

□ Wash your hands regularly or use a hydroalcoholic solution.

□ Coughing or sneezing into your elbow or a handkerchief

□ Blow your nose into a disposable tissue and then throw it away.

□ Avoid touching your face

□ Maintain a distance of at least one metre from other people.

□ Wave without shaking hands and stop hugging

USEFUL LINKS TO ANSWER THE MAIN QUESTIONS ABOUT COVID-19 :

o Government website: https://www.gouvernement.fr/info-coronavirus/comprendre-le-covid-19

o Website of the Ministry of Health and Solidarity: https://solidarites-sante.gouv.fr/soins-et-maladies/maladies/maladies-infectieuses/coronavirus/tout-savoir-sur-le-covid-19/article/reponses-a-vos-questions-sur-le-covid-19-par-des-medecins

APPENDICES :

o Barrier Gestures posters available for download: https://solidarites-sante.gouv.fr/IMG/pdf/affiche\_gestes\_barrieres\_fr.pdf

SHEET n°2 - EASING, CLEANING AND DISINFECTING YOUR ACCOMMODATION

These recommendations are to be adapted according to your type of accommodation: Gîte, furnished tourist accommodation or bed and breakfast.

1. REDESIGNING YOUR ACCOMMODATION

□ Remove magazines and books to limit the spread of microbes

□ Lighten your accommodation with cushions, small furniture, non-essential knick-knacks

□ Limit hangers, if possible

□ Protect certain objects (e.g. remote control or joystick with plastic film)

□ Protect certain furniture (e.g. sheet or fabric washable at 60° on armchairs or sofas)

□ Favouring the provision of dematerialised information

□ or, failing that, laminate the documents made available to facilitate cleaning and disinfection:

o the welcome booklet including in particular the Covid-19 instructions in your accommodation, the nearest medical (doctor, pharmacy) and emergency services, the contact details and the website of the Tourist Office in your area.

o the manuals of the devices

o the main tourist brochures

□ For hospitality products, give preference to individual and closed products (e.g. tea bags, cotton) and renew them at each change of tenant.

1. CLEANING AND DISINFECTING YOUR ACCOMMODATION IN 7 STEP

□ I'm getting ready and getting organized

□ Allow at least 20 minutes of fresh air to circulate before cleaning.

□ Favouring intervention by being alone

□ Wash hands thoroughly before and after each step: Use soap and water and rub for at least 30 seconds.

□ If this is not possible, use a hydro-alcoholic solution, spray, not wipe (check the label for : EN 1500 and alcohol between 60% and 80% or if WHO - World Health Organization formula).

□ Wear a discarded mask after cleaning and a gown (single-use or washed at 60° after each cleaning)

□ If gloves are worn, single-use gloves should be preferred.

□ Leaving shoes outside or wearing overshoes indoors

□ Make sure there is a sufficient supply of consumables (hydroalcoholic solution, wipes, soaps, gloves, garbage bags, etc.).

□ To clean with reusable accessories, machine wash them at the highest temperature that the accessory can withstand (rags, mops at 90° minimum for one hour).

□ Disinfect brooms, squeegees, buckets between each use (soak for 30 minutes in bleached water). Disposable wipes and headbands must be disposed of in a leak-proof plastic bag through the household waste stream.

□ Do not use a vacuum cleaner in order to limit the dispersion of viral particles.

□ In order to avoid soiling parts that have already been cleaned and disinfected, the direction of traffic in the apartment should be chosen according to the layout and the number of rooms: starting at the bottom of the apartment and gradually progressing towards the exit or room by room.

□ If all or part of the cleaning and disinfection of the accommodation is not carried out by yourself, it is essential to train the personnel involved or to ensure that the defined protocols are respected.

□ I make sure that the rooms and the ventilation and air conditioning systems are well ventilated

□ For the ventilation system, make sure that the air inlets in the living quarters are not blocked, that the exhaust vents in the service rooms are not obstructed and that the operation of the CMV exhaust fan unit is functioning properly.

□ Clean the grids or filters of the VMC between each arrival and departure

□ A professional cleaning of air conditioning systems can be useful after containment.

□ It is recommended to turn off the air conditioning and use fans:

▪ if the air conditioning is generalized on several dwellings with air recirculation without sufficient filtration of the recirculated air on HEPA filters

▪ or if the air conditioner is common to 2 or more rooms (no problem if common cold battery, but problem if air is sucked in several rooms, cooled, then redistributed in several rooms without HEPA filtering)

□ If possible, leave all windows open from beginning to end during cleaning

□ Once cleaning and disinfection has been carried out, there is no need to air the accommodation between bookings.

□ I take out and wash the laundry

□ Remove dirty laundry before starting cleaning and disinfection to allow time for possible re-deposition of viral particles.

□ Avoid shaking the laundry to avoid creating an aerosol of viral particles and to avoid sticking them on yourself.

□ Wear gloves when handling dirty laundry

□ Do not put the dirty laundry on the floor and use a dedicated cover or laundry bag to collect the dirty laundry, then once emptied wash this bag with the laundry.

□ Disinfect the laundry basket

□ Adapt the washing protocol according to whether the washing is outsourced or carried out on the premises.

□ Wash all linen at the highest temperature according to the materials recommended by the manufacturer (a cycle of at least 60°C for at least 30 minutes or if the linen cannot withstand 60°C, sequestration for 24 hours in a closed bag, then wash at 40°C). This includes sheets, duvet covers, bed sheets, pillow protectors, mattress covers, towels, bath towels, dishcloths, etc.

□ It is recommended that the stock of duvets and blankets be doubled as far as possible to alternate from one customer to another.

□ If a satisfactory laundry cleaning protocol cannot be guaranteed, it is recommended to outsource the washing or to invite guests to bring their own laundry.

□ I throw away the condiments (oil, salt, pepper...) and products started or left by the previous tenants.

□ In order to avoid waste, prefer small or individual containers.

□ Renew the other products (e.g. tea bags) or consumables (e.g. tissues in individualized format, hydro-alcoholic solution, cotton, cotton bud) each time customers leave.

□ I wash the dishes

□ Re-wash the dishes, preferably using the dishwasher (wash at least 60°, ideally 85°)

□ In the absence of a dishwasher, wash dishes and utensils in very hot water. Also make sure to re-wash the dishes of babies and small children.

□ I clean and then disinfect

□ Cleaning is the use of soap or detergent and water to remove dirt, germs and impurities, and provides visual cleanliness.

□ Disinfection is the use of chemicals such as bleach or alcohol and provides microbiological cleanliness.

□ Doing both is the best way to reduce the spread of infection.

□ Frequency of cleaning or disinfection :

o If the accommodation has not been occupied in the last 5 days, the usual cleaning protocol will suffice. No specific disinfection measures are necessary. It is only recommended that the premises be well ventilated and that water be allowed to run to drain off the volume that has stagnated in the internal pipes during the closure period.

o If the accommodation has been occupied within the last 5 days, proceed with the cleaning and disinfection of your accommodation.

□ Products to be used :

o Appropriate disinfectants:

▪ Products that are both cleaning and disinfecting (with at least an efficacy on bacteria identifiable by the EN 13727 standard and if possible with an activity on viruses identifiable by the EN14476 standard).

▪ or household bleach diluted at 0.5% (with prior cleaning)

o Follow the manufacturer's instructions for all cleaning and disinfecting products (e.g. concentration, method of application and contact time, etc.).

o Check the expiry date of products

o In order to avoid the release of toxic chlorine derivatives and lose effectiveness,

▪ Never mix bleach with ammonia or any other cleaner.

▪ Never mix bleach in hot water.

o Do not use bleach on certain surfaces and read the instructions for use (e.g. fabrics, wood).

o Do not overdose products, respect application times and check labels to be sure they are effective for disinfection.

o Follow the disposal instructions for products remaining after cleaning or disinfection (e.g., do not flush bleach down the toilet in the absence of a drain).

o Do not use white vinegar as a disinfectant as it is not effective against coronavirus.

□ Cleaning must be carried out before disinfection.

o Before disinfecting the various surfaces, remember to clean them with soap and water, or detergent if dirty. Cleaning in this way helps to eradicate the coronavirus.

o The following steps must be followed: cleaning with a wash strip impregnated with a detergent, rinsing with water with another wash strip, drying the surfaces and then disinfecting with a third impregnated wash strip.

o Cleaning and disinfection can also be carried out with the use of a more suitable steam device on certain surfaces.

□ Disinfecting floors and surfaces of the accommodation

o Favour the disinfection of private objects/surfaces by insisting on the most frequently used surfaces: for example, door handles, switches, remote control (disinfect and then wrap them in transparent film), kitchen and bathroom fittings, worktops and sinks, WC, shower and/or bath, washbasin, stair railings, etc. with disinfectant products (see check list attached piece by piece).

o Regularly clean and disinfect surfaces in common areas (e.g. door handles or gates).

□ Don't forget sofas, carpets, curtains and other soft and porous surfaces.

o Carefully remove any visible dirt or dust, and then use the appropriate product for the material.

o If possible, machine wash fabrics according to the manufacturer's instructions.

o Ideally, cover fabric sofas with blankets/cloths/covers that can be washed at 60°.

□ Clean and disinfect sanitary furniture, e.g. toilet bowl, bidet, washbasin, taps, flush button, brush and handles

□ Cleaning and disinfecting the leisure facilities provided

o Reinforce the cleaning and disinfection of board games, video games (e.g. consoles, joysticks), outdoor games, sports equipment (bicycles, petanque) as well as garden furniture and barbecues

o Keep only the indispensable games and furniture and remove from the accommodation any games that are delicate to clean (e.g. board games with small pieces, puzzles).

□ Clean and disinfect outdoor equipment and "wellness" areas (e.g. pools, spas, saunas)

o Contact the manufacturer or the usual supplier of equipment and products to find out the recommendations for cleaning and disinfection.

o Pay more attention than usual to the strict dosage of disinfectants.

o Reinforce the frequency of cleaning of the surroundings

o Daily cleaning and disinfection of nearby furniture (e.g. deckchairs) by adapting products to the different materials (e.g. plastic, wood).

7) I dispose of the waste produced during cleaning and disinfection.

□ Once the first bin bag is full, put the waste in a second leakproof bin bag and leave it for 24 hours before disposing of it in the household waste stream.

□ Do not use the same diluted bleach mixture from one household to another.

□ Only flush surplus bleach mixture down the toilet if you are connected to the sewer system.

□ If septic tank equipment is used, dispose of excess waste in a waste disposal facility or dilute it with plenty of hot water before disposing of the mixture.

□ USEFUL LINKS :

o National decontamination protocol (including cleaning and disinfection measures on page 19): https://travail-emploi.gouv.fr/IMG/pdf/protocole-national-de-deconfinement.pdf

o Ministry of Labour's job descriptions: https://travail-emploi.gouv.fr/le-ministere-en-action/coronavirus-covid-19/proteger-les-travailleurs-les-emplois-les-savoir-faire-et-les-competences/proteger-les-travailleurs/article/fiches-conseils-metiers-et-guides-pour-les-salaries-et-les-employeurs

o Regional Health Agency (in particular on the wearing of masks and barrier gestures) https://www.iledefrance.ars.sante.fr/coronavirus-covid-19-eviter-la-propagation-du-virus

o Opinion of 9 March from the Société française d'hygiène hospitalière on the risk of waterborne transmission of SARS-CoV-2 in public swimming pools and their surroundingshttps://www.sf2h.net/wp-content/uploads/2020/03/Avis-SARS-CoV-2-et-eau-de-piscine-SF2H-09.03.2020.pdf

□ USEFUL DOCUMENTS :

o Cleaning and disinfection checklist (see next page)

o Posters to download :

- Wearing the mask: https://masques-barrieres.afnor.org/home/conseils-utilisation

- Glove removal: https://asstsas.qc.ca/publication/covid-19-comment-retirer-des-gants-services-de-garde

- Hand washing: https://www.santepubliquefrance.fr/maladies-et-traumatismes/maladies-et-infections-respiratoires/infection-a-coronavirus/documents/affiche/alerte-coronavirus-comment-se-laver-les-mains-affiche-a4-francais

- Waste sorting: https://www.ecologique solidaire.gouv.fr/sites/default/files/Coronavirus\_Fausse\_Bonnes\_Idees\_Vraies\_Solutions\_A4.pdf

CHECKLIST: WHAT SHOULD BE CLEANED AND DISINFECTED FOR A NEW CUSTOMER?

Pay particular attention to frequently touched items, such as :

In general

□ Hangers

□ Suitcase carrier

□ Bedside tables

□ Door handles

□ Waste and recycling bins

□ Lamp wires

□ Ironing board and iron

□ Hosting keys

□ Switches

□ Box-Wifi

□ Railings and handrails

□ Remote controls

□ Tables and chairs

□ Thermostats

□ Window sills/handles

□ Cupboard handles

Kitchen

□ Coffee maker, Toaster

□ Kettle and kitchen accessories

□ Pressure cooker, oven, etc...

□ Dishes, dishwasher

□ Kitchen utensils (ex: corkscrew)

□ Children's tableware

□ Sinks

□ Cupboard and fridge handles

Sanitary

□ Taps

□ Soap dispensers

□ Shower, bath, washbasin

□ WC

□ Toilet brush

□ Hair dryer

Rooms

□ Hangers

□ Suitcase carrier

□ Bedside tables

Cleaning appliances/equipment

□ Washer/dryer

□ Brushes

□ Basin/Bucket

□ Vacuum cleaner (if maintained)

Children/Babies

□ High chairs

□ Cribs

□ Toys/Company Games

□ Video games (console, controller)

□ Outdoor games

Outdoor areas

□ Gate and wicket door handle

□ Garden furniture (table, deckchair)

□ Barbecue utensils

□ Sports equipment (e.g. snowshoes, bicycles, pétanque)

TO WELCOME ITS CUSTOMERS IN THE GITES, TOURIST FURNITURE AND GUEST ROOMS

▪ SOME DETAILS:

o What is the delay between two rentals?

There are no harmonized guidelines or recommendations concerning "fallow" or "crawl space" between 2 reservations:

✓ To date, there are no regulations concerning the time limit to be respected.

✓ The lifespan of the virus varies depending on the surface (air, cardboard, fabric, wood, metal, glass...) from 3 hours to several days, and there is no scientific consensus on the subject.

However, a sufficient amount of time must be respected between each departure and each arrival of customers. The schedules must be adapted with an amplitude that can vary according to the type of accommodation, the frequency of rotations, the size of the accommodation. Some medical officers of health recommend a 24 hour delay between two reservations.

o To date, gatherings of more than 10 people in the rented premises are prohibited. It will therefore be necessary to adapt the capacity of the accommodation according to these provisions.

o For the guest rooms, the activity "table d'hôtes" is not authorized to date either and a proposal for the delivery of meals to be taken in the room will be preferred (with a particular device of delivery, recovery of the trays and elimination of waste).

SOME RECOMMENDATIONS TO MAINTAIN YOUR QUALITY OF RECEPTION ADAPTED TO THE SANITARY CONTEXT:

1. Before arrival

□ To carry out an update of its Internet site (Add a message relating to Covid-19 and the health precautions implemented within its hosting while avoiding a too anxious communication and to present the charter of reception or welcome) and of the models of mail

□ Prefer a dematerialised dispatch of the updated accommodation welcome booklet (e.g. insertion of the nearest medical services)

□ Draw up a contract with the client's contact details and telephone number (very useful in case of need for health research)

□ The cleaning and disinfection of the accommodation will have been done in accordance with the sanitary recommendations (see sheet n°2).

□ Make specific products or services available to customers, for example :

o Soap, a hydroalcoholic solution freely available in the indoor and outdoor common areas, tissues in individual format.

o recommended disinfectant products (such as bleach diluted at 0.5% or any product validated by the EN14476 standard) and wipes.

o information on meal delivery options, local products, etc.

Reception and stay

o At the reception :

□ When the owner or his representative greets customers, make sure that the gates are respected and that the safety distance of 1 metre is maintained.

□ Wear a mask and ask the client to put on their own mask.

□ For the handing over of the keys, see what is adapted to your accommodation to avoid a handing-over: disinfected key left on the door, in a pocket-box...

□ It is preferable to carry out the inventory of fixtures on arrival with only one person from the family or group.

□ Do not carry customers' luggage

□ The trays or gestures of welcome remain naturally to be continued.

o During the stay :

Display :

□ a welcome notice or welcome charter confirming the cleaning conditions before the arrival of the tenants (see useful document n°1)

□ instructions for behaviour, hygiene and cleaning during and at the end of the stay (see useful document n°2)

o SPECIAL FEATURES FOR BEDROOMS :

o The cleaning of the rooms can only be done with the agreement of the customers according to the established protocol.

o Breakfast service:

□ To date, breakfast must be served in the room or in different rooms for each guest or at different times in a common room.

□ Take orders for breakfast the day before and define the time at which the clients wish to have it.

□ During its preparation:

o Wash your hands with soap and water, wear a mask and tie up your hair.

o Prepare the tray (previously disinfected) using as many individual products as possible.

o Do not set up a buffet and do not allow any items or equipment to be shared between tables (e.g. fruit basket, fruit juice carafe, cereal, toaster, kettle).

o If room service is available, do not enter the guest's room, simply knock on the door or call the guest to let them know that the tray is ready.

□ Dispose of trays immediately after the customer leaves

□ Do not forget to disinfect the table, chairs, etc... afterwards.

o Meals :

□ For the moment, the table d'hôtes in its usual formula is not allowed. On the other hand, meal trays or picnic baskets can be served in the same conditions as breakfasts.

o Indoor common areas (sanitary facilities, kitchenette-kitchen, lounge-library, garden furniture) :

□ Reinforce the cleaning and disinfection of these spaces

□ If each room has its own sanitary facilities, preferably close the common sanitary facilities.

□ View a table of cleaning and disinfection actions

□ Limit access to the common lounge and kitchenette to 2 people at the same time or to all members of the same family / group

□ Define a precise schedule and strict conditions of use of the kitchenette

□ Eliminate free access to leaflets, magazines or books (For the welcome booklet, use a plastic or dematerialized support)

o Outdoor common areas (for gîtes and guest rooms) :

o Specific areas (swimming pool, spas...)

□ Access to pools and "wellness" facilities (e.g. saunas, spas) is subject to rules: barrier gestures and physical distance, number of people admitted at the same time (around the pool and in the water at a minimum, the maximum instantaneous attendance must not exceed three people per 2 m2 of open water and one person per m2 of covered water. This number may be further reduced as a precautionary measure).

□ In all cases, access to the swimming pool and "well-being" facilities (sauna, spas, etc.) will only be possible in compliance with government directives and/or a possible prefectoral prohibition order.

□ Inform customers of all the provisions put in place for their safety.

□ Facilitate the privatization of specific spaces by group with slot reservations for example

□ Provide dedicated bathroom linen per room, not self-service in the vicinity of the room.

□ Adapt the cleaning and disinfection protocol (see sheet 2)

o Furniture (Chairs, deckchairs, terrace table etc...)

□ Encourage customers to use nearby hydroalcoholic solutions

□ Space the furniture in order to respect the rules of physical distance

□ Adapt the cleaning and disinfection protocol daily and between 2 families or groups (adapting the products to the materials cf. sheet n°2)

Departure

□ It is preferable to carry out the inventory of fixtures at the start with only one person from the family or group.

□ Promote as far as possible the dematerialization of communications, payments (rental and tourist tax) and invoices (sent by e-mail).

□ Propose to tenants a "charter of solidarity and responsible behaviour in holiday rentals" by inviting them to carry out certain actions themselves (e.g. washing dishes, bagging dirty linen).

■ USEFUL DOCUMENTS:

▪ Welcome charter to be displayed and communicated to customers (see next page)

▪ Charter of solidarity and responsible behaviour in holiday rentals (cf. next page)

▪ Poster on respect for barrier gestures: https://solidarites-sante.gouv.fr/IMG/pdf/affiche\_gestes\_barrieres\_fr.pdf

WELCOME CHARTER

Good morning, sir,

We are delighted to welcome you to our accommodation.

In order to ensure your safety, we have been extremely careful to comply with the health regulations related to COVID-19.

The cleaning of this accommodation has been carried out

On .....................................................................................................................................................................................hours

By ................................................................................................................................................................................

Be aware that to avoid contamination:

- All paperwork has been removed from the dwelling...

- The air conditioning filter has been cleaned

- All contacts we have together will strictly adhere to the rules of physical distance...

- Soap and disinfectant are available in the accommodation.

- The vacuum cleaner has been removed to prevent the diffusion of particles.

We have cleaned the accommodation with a mask and according to a precise cleaning and disinfection process in depth according to the information in force (household linen washed at the highest temperature, airy accommodation, cleaning and disinfection of the different spaces...).

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We wish you a pleasant stay.

CHARTER OF SOLIDARITY AND RESPONSIBLE BEHAVIOUR

VACATION RENTAL

We thank you for your confidence and would like to offer you the safest possible health security.

...given what we know about Covid-19.

Thus, the accommodation that welcomes you today has been cleaned and disinfected before your arrival,

according to a protocol specifically adapted to limit the spread of the virus.

In order to allow everyone to benefit from the same level of security as the one offered to you,

Here are some recommendations that we invite you to respect during your stay:

- At each of your meetings with the owner or his representative, continue to adopt the recommended barrier measures: wear a mask, greet each other orally, keep a distance of at least 1 meter, avoid all physical contact.

- We invite you to take masks and hydroalcoholic solution with you, to ensure you a quality sanitary continuity during your stay.

Gestures to be encouraged during your stay:

- Ventilate the accommodation by regularly opening the windows for at least 10 to 20 minutes in the morning and evening.

- Wash your hands thoroughly before and after each cleaning step. Use soap and water and rub for at least 20 seconds. If this is not possible, use a hand sanitizer containing at least 70% alcohol (ideally a hydroalcoholic solution).

- Wash the dishes with very hot water or in the dishwasher at 60°.

- Regularly clean and disinfect affected surfaces and objects with wipes.

Gestures to be avoided when cleaning the housing to avoid putting the virus in suspension:

- Spraying product directly on surfaces

- Suction of the floors

- The use of sponges and cloths: prefer disposable wipes

Good to know:

- Domestic bleach diluted at 0.5%, cleaning products (validated by the EN14476 standard) with at least 70% alcohol and most disinfectants registered by the Environmental Protection Agency are considered effective against coronavirus.

- Never mix household bleach with ammonia or other cleaning products as this may release toxic gases.

Before you leave

- It is essential that you have washed and tidied all the dishes, cleared the table and dishwasher, emptied and cleaned the refrigerator and freezer, cleaned the oven and hob.

- Use the bags provided to store all the linen at your disposal (sheets, towels, tea towels, etc.).

- Collect the bags at the place communicated by the owner.

We thank you for all the attention you pay to maintaining the hygiene and sanitary quality of the accommodation you occupy.

and we wish you a pleasant stay.