

## OUR MISSION

TO BE AT YOUR SERVICE, OFFERING CALMNESS, COMFORT AND TRANQUILITY

As a hotel business, we have many responsibilities to society and to the environment. That is our belief and our commitment.

We have a common and collective goal, which involves hotel staff, suppliers, service providers and Paris tourism institutions as well as our customers. Our goal is to fulfil expectations, driven by a desire for continuous improvement.

### OUR OBJECTIVES

- To understand and apply the laws and regulations governing professional hoteliers.
- To establish responsible production methods and consumption levels, with staff involvement and training.
- To establish working practices conducive to the maintenance of our service quality in a pleasant working environment.
- To reduce our waste and improve our recycling activity.
- To create multiple and durable relationships with our neighbourhood and our local partners in order to establish ourselves within the community.
- To develop our areas of expertise in a climate of trust and mutual respect with our customers, our suppliers and our neighbours.
- To expand our network of contacts within the Parisian tourism industry, understand local expectations and work together to find innovative solutions to enhance the capital city, by whatever means.

**These principles have guided us throughout our renovation programme.**

### OUR ACHIEVEMENTS

- All rooms fitted with double dividing walls and double glazing for perfect sound and heat insulation
- Installation of reversible air conditioning, efficient and silent, and a centralised control unit allowing the temperature of each room to be controlled from reception
- Installed energy efficient light bulbs and LED television in bedrooms
- Installed a central laundry chute and centralised vacuum cleaning system to reduce the physical effort of room cleaning staff
- Equipment throughout the hotel complying with all necessary obligations in catering for our disabled guests. For persons with reduced mobility, we maintain a list of establishments of comparable quality in our neighbourhood who are able to cater for these guests in specially adapted rooms
- Respected the stylishness and subtlety of the Madeleine neighbourhood in our choice of ambiance and decorative style for the renovated hotel
- Choice of a renowned interior design partner, Sophie HALLETTE, of *la maison des dentelles françaises* (House of French lace), a major reference in the world of craftsmanship and French style know-how.
- Recycled materials for curtains (LELIEVRE designed flannel), noble, natural materials (throws in wool and cashmere by LELIEVRE, tables and chairs in solid oak or walnut, Limoges porcelain, exclusively designed for the hotel by ROYAL LIMOGES) and 100% French bedding
- 100% organic breakfast
- Eco-certified bathroom welcome products
- Hotel paperwork printed on MUNKEN FSC (Forest Stewardship Council) eco-certified paper
- 100% recycled toilet paper
- Towel stand provided in bathrooms, for responsible towel laundry
- Eco-certified cleaning and maintenance products
- Double flush toilet cisterns throughout the hotel
- Waste reduction programme and sorting of all recyclables: paper and cardboard, batteries, toners, etc.
- Developed favoured relationships with neighbouring businesses and preferred hoteliers
- Joined the Rue Vignon Business Association with a view to enlivening neighbourhood living
- Supported the Foyer de la Madeleine (charity) to help the disadvantaged