

## **PIERRE & VACANCES READY TO WELCOME HOLIDAYMAKERS**

The European leader in local tourism, Pierre & Vacances is preparing to welcome the return of its holidaymakers and employees back to its sites under the best health and safety conditions. The company has strengthened its hygiene and protection measures and is taking action with the Sécurité+ Charter, certified by Hygiacare Conseil, an independent organisation specialised in health safety.

Pierre & Vacances has also implemented a new more flexible reservation offer for this summer, “La Garantie Sérénité” enabling cancellations free of charge and with no justification up to three and eight days before the arrival date depending on the holiday period chosen.

*“Our priority is to ensure the health and safety of our customers and employees. While the health context and the exact conditions of how the summer season will resume remain uncertain, our mission is to engage the necessary means as of now, and be ready to welcome our holidaymakers and employees again, as soon as we can. Pierre & Vacances benefits from an offer that is perfectly suited to current health recommendations: private apartments with fitted kitchens enabling totally autonomous and intimate holidays, strong presence in the French regions with 165 destinations, and on-site teams for daily assistance. Feeling “at home” in the heart of the most attractive seaside, mountain, countryside and city destinations is part of our DNA”* stated Grégory Sion, CEO of Pierre & Vacances.

### **MEASURES STRENGTHENED WITH THE SECURITE+ CHARTER**

Pierre & Vacances is strengthening its hygiene and protection measures to guarantee holidaymakers and employees a **high level of safety** on all its sites. **The Sécurité+ Charter has been certified by Hygiacare Conseil, an independent organisation specialised in health safety.**

Through the Sécurité+ Charter, Pierre & Vacances pledges to:

1. Take account of **health authority recommendations to adapt its approach** to the Covid-19 crisis,
2. Roll-out **communication on the preventive measures** to implement concerning the risk of spreading the Covid-19 virus.
3. **Train its staff** in the precautionary measures implemented under the framework of the Sécurité+ Charter and **provide them individual protective equipment**,
4. Set up signalling to **enable the respect of social distancing rules** of 1.5m in reception and leisure areas,
5. **Provide hand sanitizers** for customers and staff in public areas,
6. **Strengthen the cleaning and disinfection plan**, especially in the apartments/homes, shared areas, swimming and spa areas, and reception areas (e.g. lift walls, door handles, payment terminals etc.) by adapting cleaning-disinfection products to the prevailing anti-virus standard EN 14 476 indicated for use against Covid-19.
7. Strengthen checks and **cleaning of all ventilation systems**,
8. Ensure **care of laundry and sheets in the apartments** according to health authority recommendations,
9. **Ensure that everyday kitchenware is cleaned** (plates, cutlery, glasses and cups) according to health authority recommendations, before it is made available in the apartments and homes,
10. Ensure that **all rooms in the apartments and homes are aired** before they are made available,
11. Ensure **regular disinfection over the day** at all the contact points listed with an anti-viral disinfectant meeting the standard indicated for Covid-19.
12. Establish and **apply the access and strengthened health safety instructions** specific to the swimming and spa areas in accordance with prevailing recommendations,
13. **Ensure and respect a risk management protocol in the event of a suspected infection with Covid-19.**

## A MORE FLEXIBLE RESERVATION OFFER “LA GARANTIE SERENITE”

Pierre & Vacances is implementing a more flexible reservation offer for this summer, aimed at reassuring holidaymakers and enabling them to reserve their holiday with greater serenity.

Customers can therefore opt for the **Flexible Tarif\*** enabling **cancellation, free of charge and with no justification, up to three days before the holiday start date**, and the possibility of **payment facilities with a down-payment of just €1 on reservation**. This offer is valid for all the Pierre & Vacances residences, premium residences and villages (excluding partner residences), for holidays in France from 5 June to 31 July 2020.

For all reservations between 1 August and 25 August inclusive, in France, cancellation is free of charge and with no conditions, up to eight days prior to arrival.

*\*details in the Terms of Sales*



**LA GARANTIE SÉRÉNITÉ  
PIERRE & VACANCES POUR CET ÉTÉ**

- Annulation gratuite sans condition**  
jusqu'à 3 jours de l'arrivée avec le tarif flexible\*
- Acompte de 1€ seulement**  
avec le tarif flexible\*
- Charte Sécurité+**  
Mesures renforcées en termes d'hygiène et de protection
- En France au cœur de 165 destinations**  
Appartements avec cuisine tout équipée, vue imprenable...
- 90% de nos clients satisfaits**  
de leur séjour\*\*

\*Valable sur les résidences, résidences premium & villages Pierre & Vacances en France et en Espagne. Pour résidences Premium, Annulation jusqu'à 3 jours de l'arrivée pour les séjours en France du 5 juin 2020 au 31 juillet 2020. Pour les résidences Premium en Espagne, Annulation jusqu'à 3 jours de l'arrivée pour les séjours en Espagne du 5 juin 2020 au 31 juillet 2020. \*\*D'après les statistiques d'après-vente réalisées sur 1000 clients.

Details of the offer are available [here](#)

## AN ADAPTED AND SAFE LOCAL OFFER

Leader in local tourism, Pierre & Vacances offers 165 destinations in France, in seaside, mountain, countryside and city areas. Whether the Mediterranean, the South-West, Brittany, the Alps or Normandy, the brand is located in all the French regions and boasts exceptional locations.

The **apartments, homes and villas are fully equipped and all have a fitted kitchen** for a perfectly intimate holiday. Pierre & Vacances offers a **wide range of accommodation types, from a two-person studio to a house for 12**.

**A-la-carte services\*** enable customers to create their own holiday as they please while the on-site teams are available to help and assist them in their daily activities: a genuine guarantee of confidence and safety.

*\* The activities and services on offer will be defined according to government and health authority recommendations.*

## ABOUT PIERRE & VACANCES

Created in 1967 in Avoriaz, Pierre & Vacances is the leading holiday group in Europe. For more than 50 years, the brand has offered unique holiday experiences with no restrictions, and cultivates the values of freedom, beauty, nature and enjoyment. Located in the heart of the most attractive seaside, mountain, countryside and city destinations, Pierre & Vacances offers 4 holiday experiences to more than 2 million customers every year: premium residences - spacious and luxury accommodation,



hotel services, indoor/outdoor pools, wellness areas with free entry to sauna and hammams, and Deep Nature® spas; villages - large water park areas, clubs for children from 3 months to 17 years of age, a full catering offer, sports/leisure activities and original experiences; residences - perfectly located, with *à-la-carte* hotel services, fully-equipped apartments and homes with a balcony or terrace; and hotels, to meet all preferences. To enhance the holiday experience for its customers, the brand offers more than 2,300 original and local activities with its [RendezvousCheznous.com](http://RendezvousCheznous.com) offer. With more than 393 residences and more than 24,800 accommodation units in metropolitan France and the French West Indies, Spain, the Canary and Balearic islands, Italy, Croatia, Portugal, Mauritius, and more recently, Reunion Island, Greece, Crete, Morocco and Madeira, Pierre & Vacances is already a destination in itself.

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