

Welcome to Hotel L'Esplanade!

Thank you for trusting us with your precious vacation time.

Below are the comprehensive protocols and procedures we have put into place in response to the Covid19 pandemic.

As always, your safety, comfort and happiness remain our highest priority.

We thank you for your patience, trust and understanding while we all navigate these unprecedented times.

Our commitment to your safety and well-being...

Before your arrival:

- A few days before your check-in date, you will receive a pre-arrival email encouraging you to remotely check-in and pre-pay your stay.

Throughout your stay:

- We are no longer offering a self serve breakfast buffet. Breakfast items will now be pre-stocked in your room and your pastry order will be brought to your room daily at your desired time. Please place your pastry order by 6pm.

- Hand sanitizer will be available at stations throughout the property.

- We recommend opening your sliding doors at least once a day to ensure healthy ventilation (please make sure to keep the mosquito screen closed).

- Your room will be cleaned every 3 days. Please let the front desk know your preferred time and we will do our best to accommodate. We ask that you vacate the room 1 hour prior. Housekeeping is only allowed to enter a vacant room.

- If you need fresh towels and linens outside of your housekeeping days, please call the front desk by dialing 9 from your room.

- All public areas will be cleaned frequently throughout the day with approved disinfectants, including front desk counters, door handles, handrails, bathrooms, bar area, pool loungers, spa, yoga, shuttle van, etc...

- Our pool bar, Ti Spa, Ti Temple and shuttle service will be operating.

Your departure:

- Your final invoice will be sent to the email you provided at the time of reservation.

- The credit card we have on file will be charged for any incidentals you may have during your stay, i.e. bar, food, spa, boutique, etc... and will be itemized on your final bill.

We truly thank you for choosing Hotel L'Esplanade and we look forward to welcoming you again and again!

If you have any questions or concerns, please don't hesitate:

Telephone: +590 590 87 06 55 / toll free 866 596 8365 / dial 9 from your guest room

Email : info@lesplanade.com