

Avène, March 25th, 2020

Dear Sir, Dear Madam, Dear patient,

As soon as we received the government decree suspending all hydrotherapy activities from March 16th due to the COVID-19 pandemic, we sent out information to all patients registered to start their treatment between March 23<sup>rd</sup> and April 13<sup>th</sup>, 2020, pointing out the need to postpone or cancel their booking.

For those registered to start the treatment between April 20<sup>th</sup> and May 25<sup>th</sup>, we cannot firmly guarantee that these bookings will be maintained.

The evolution of the ongoing COVID-19 health crisis and the decisions of the French government authorities in the near future will determine what happens next.

For the moment, no date can be given for the re-opening of our establishment. Therefore, it is up to you to choose:

- Keep your treatment booking as it is, without any guarantee on our part, and if necessary, to postpone or cancel it later,
- Reschedule your booking today, starting June 1<sup>st</sup>, 2020 and onward (this date being our reference date as of today, subject to modification),
- Cancel your booking now.

In case of postponement or cancellation, please inform us immediately for cancellation/rescheduling of your medical appointment (and eventually refund of your deposit) and also inform your accommodation as well.

We also keep you informed on our website [www.avenecenter.com](http://www.avenecenter.com).

We invite you to keep a watchful eye on the information published, which will be completed whenever necessary and as soon as we can officially inform on our re-opening.

Best regards.



Marie-Ange MARTINCIC  
General Manager  
Avene center



Pierre Fabre

Les Thermes d'Avène

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