

NOVOTEL

BEDDING TOOLKIT

JANUARY 2026

CONTENT



- 01.** BACKGROUND & RFP SCOPE
- 02.** BEDDING SPECIFICATIONS
- 03.** BEDDING MATRIX
- 04.** LINEN SPECIFICATIONS
- 05.** BED & MATTRESS SET UP INSTRUCTIONS
- 06.** BED-MAKING STANDARD
- 07.** BEDDING CLEANING & CARE
- 08.** IMPACT ON LINEN
- 09.** BRAND STANDARDS AUDIT
- 10.** END-OF-LIFE DISPOSAL OPTIONS & GUIDELINES
- 11.** SUPPLIER PANEL HARD & SOFT BEDDING & LINEN
- 12.** KEY ACTIONS, PURCHASING PROCESS, OPS TRACKING
- 13.** NEW BEDDING VISUALS
- 14.** FAQs



BACKGROUND

At Novotel, sleep is at the heart of our guest experience — it's our business.

We've identified an opportunity to **elevate the quality** of our bedding products to **enhance guest comfort** while continuing to champion with our **commitment to sustainability**.

The improved quality has been tested with hotel guests across properties in each region, ensuring that the enhancements resonate globally. Additionally, a stringent product life cycle is to be followed to maintain consistent quality and durability.

By focusing on these customer-validated improvements, we aim to deliver superior comfort **without compromising operational feasibility** and have been to **achieve cost neutrality - or savings** in certain aspects, highlighting the strength of the Novotel brand in **driving value for both guests and owners**.



GOALS OF NEW BEDDING



FOR BRAND

Ensure Brand Standards compliance on product life cycle & to simplify specs



FOR OWNERS

Achieve cost neutrality or savings for improved products



FOR TEAM MEMBERS

Maintain operational efficiency



FOR GUESTS

Elevate comfort and sleep experience

SCOPE OF NEW BEDDING

HARD BEDDING

Bed Base

Mattress



Topper

Protector

SOFT BEDDING

Duvet

Pillow



Protector

✦ Linen RFP will take place in 2026

BEDDING

SPECIFICATION

- 1 4 Big Pillows in cotton – 50cm x 75 cm, with pillow protectors**
 - **2 firm pillows & 2 soft pillows**
 - Case : 100% cotton cambric & anti-microbial
 - Filling: 100% recycled microfiber
 - Piping colors: grey for soft, white for firm
 - **Quality upgrade**
- 2 Comfortable Duvet**
 - Enveloping duvet with white piped edge
 - 2 options: Light (grey piping) & Standard (white piping)
 - **Quality upgrade**
- 3 Zipped topper attached to mattress, with **mattress protector****
 - Foam for an extra support
- 4 Mattress**
 - A new, thicker mattress
 - Mix of foam & wadding mattress for optimal support
 - **Quality upgrade**
- 5 Bed base with slats**
 - Wood structure covered with fabric on top – colour options to suit different design concepts
 - Rounded corners for safety and a seamless look
 - **Quality upgrade**
- 6 Feet**
 - Round and square feet in different colours to suit different concepts
 - 15 to 20 cm**

**Bed feet can be adapted for PRM rooms (different size options) to ensure the height of the bed is aligned with the regulation (50cm)



[Finishing details
available here](#)

[See the “New Bedding Visuals” section
for images of the updated bedding items](#)

BEDDING

MATRIX



**BED BASE,
MATTRESS + TOPPER**



DUVET



**RECTANGULAR
PILLOWS**

STANDARD

SINGLE BED
90cm x 200cm

90cm x 200cm
(80cm - 100cm x 190cm - 200cm)

160cm x 220cm

50cm x 75cm
x2

DOUBLE BED
160cm x 200cm

160cm x 200cm
(140cm - 160cm x 190cm - 210cm)

240cm x 220cm

50cm x 75cm
x4

ALSO AVAILABLE

DOUBLE BED
180cm x 200cm

180cm x 200cm
(180cm - 200cm x 190cm - 210cm)

260cm x 240cm

50cm x 75cm
x4

LINEN

SPECIFICATION

1 Bed Linen - Applicable for flat sheet, duvet cover and pillowcase

- Plain white or satin stripe
- 60% cotton / 40% polyester
- 125gsm / 200 thread count
- Bed linen sizes should be based on size of mattress, duvet and pillows

2 Pillow Protector

- Zipped or Housewife style
- Polycotton White Percale (60% Cotton / 40% Polyester)

3 Bath Linen

- Bath sheets (100cm x 150cm, 490gsm, 86% Cotton / 14% Polyester)
- at least 2 per room
- Hand towels (50cm x 100cm, 490gsm, 86% Cotton / 14% Polyester)
- at least 2 per room
- Bath Mat (50cm x 70cm, 550gsm, 100% Cotton)
- at least 1 per room
- Bathrobe (100% Cotton, 425gsm) - for Executive rooms, at least 2 per room



BED LIFT



The bed lift is a **metal structure installed under the bedding**, for raising / lowering it to facilitate **bed making & cleaning**, and prevent **musculoskeletal disorders**.

If your hotel is **equipped with bed lifts** or if you would like to **equip it**, please find below some information you should know.

2 TYPES OF BED LIFT

DISTRIBUTION	GENERATION	FEATURES
Before 2014	Old generation – Grey in colour	Foot or manual release Standard lift height
After 2014	New generation – Black in colour	Foot, manual or remote control release Adjustable lift height

COMPATIBILITIES

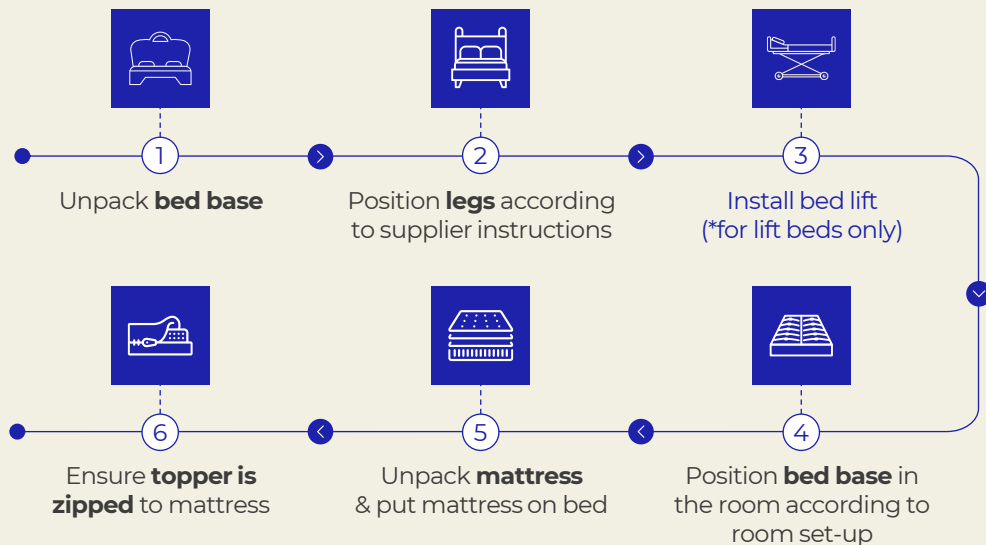
BED BASE	2 types of bed lifts are compatible with all types of bed bases, both current and new ones
BED FEET	New-generation bed lifts require a minimum feet height of 21 cm (can be requested from the hard bedding supplier)

FURTHER INFORMATION AVAILABLE
by clicking [here](#) to go direct on Astore or [here](#) if you need help

BED & MATTRESS

SET-UP INSTRUCTIONS

GENERAL GUIDANCE



MORE INSTRUCTIONS PER SUPPLIER 



BED-MAKING STANDARD

1 PILLOWS

4 rectangular pillows on the bed

- 2 soft pillows front
- 2 firm pillows behind
- Use pillow protectors for hygiene and durability
- All leaning against the headboard

Note: pillows have colored piping to identify the soft and firm pillows. Grey for soft, White for firm.

2 DUVET

Duvet tucked under the foot of the bed and on the sides

Note: duvet has colored piping to identify the standard and light duvets. White for standard, Grey for light

3 MATTRESS TOPPER

Topper zipped on mattress for extra comfort

- Use mattress protector to safeguard both the mattress and topper



NO DECORATIVE THROWS & CUSHIONS



MATTRESS & BASE CLEANING & CARE

BED BASE



Cleaning

Use a soft brush or a vacuum cleaner, don't use liquids or cleaning agents.

For the base and legs, use a damp cloth to remove any stains and make sure it's completely dry before putting the mattress back

Care

If you have **metal linking system**, connect them carefully to avoid damage

Use the **grip** for ergonomic handling of the box

MATTRESS



Cleaning

Use a **soft brush** or a **vacuum cleaner**, don't use liquids or cleaning agents.

Care

Turning label contains instructions to turn the mattress each quarter of the year, for reasons of hygiene and life span.

If you have **Zip & Link mattresses**, make sure that both zippers (upper and lower) are well connected.

[MORE DETAILS](#) 

PILLOW & DUVET CLEANING & CARE

INSTRUCTIONS

Machinery

Use washer extractors for your laundry

Loading

Load up to 50% of rated capacity

Washing frequency

Launder only if soiled

→ *Synthetic fill less likely to sustain bacteria*



CLEANING

01

Use correct amount of **detergents**



02

Wash #1

(4min – mid dip level, 38°C)

Wash #2

(8min – low dip level, 40°C)



03

Drain



04

Rinse #1

(3min high dip level)

Interspin (1min)

Rinse #2 (same as rinse #1)



05

For mattress protectors:

3rd round of drain & rinse



06

Drain & final extract

(6min spin at high speed)



DRYING

Load to 50% of rated capacity to prevent crushing the filling

Dry on low/ polyester temperature setting

Use correct type of emulsifiers to remove all oil & grease remains

[MORE DETAILS](#)



LINEN NEED TO ADAPT PILLOWCASE STOCK



**PILLOW DIMENSIONS EVOLVE FROM
SQUARE TO RECTANGULAR**



ACTION PLAN

CASE 1

OUT-SOURCED LAUNDRY
WITH RENTED LINEN

Contact launderer

to increase stock of rectangular pillowcases

CASE 2

IN-SOURCED LAUNDRY
WITH OWNED LINEN

Contact linen supplier

to increase stock of rectangular pillowcases

* Hotels will need to discuss and plan with their launderer any residual value where a change of linen is required



Contact Local team for any support

BRAND STANDARDS AUDIT

COMPLIANCY RULES

COMPLIANCY RULES

Renewal guidelines in **Brand Standards**

Pillow, duvet, toppers
Renewal every **2 years**

Bed base & mattress
Lifecycle **7 years**,
7 to 10 years: formalized an investment plan to ensure effective replacement no later than 10 full years

Mandatory to order from approved suppliers

2 WAYS TO CHECK RULES ARE APPLIED

BRAND AUDITS

Self audits & Ecosure audits

PRODUCT MODERNITY TRACKING TOOL

Mandatory to update bedding age yearly

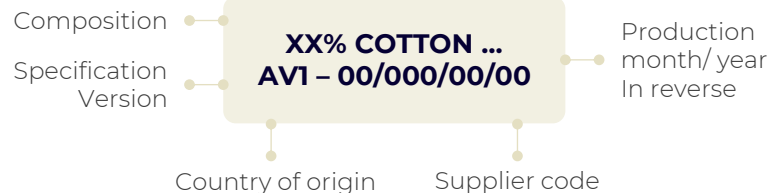
ACTION PLAN TO BE DEFINED IF YOUR HOTEL IS NON-COMPLIANT

(IN COLLABORATION WITH VPO)

BRAND STANDARDS AUDIT

LABELS & TAGS

LABELS



ADVANTAGES

1

Auditable:

all information needed to confirm **bedding compliance**

2

Standardisation:

same label for hard & soft bedding, across the brands

3

Anonymized:

no Accor logo, allowing **all disposal options** (NGOs donation, ...)

STANDARDS ON BEDDING PRODUCTS

The bed base and mattress must comply with the Brand approved specification in the bedding guidelines. All hard bedding must be replaced every 7 years and the replacement of a mattress and bed base must happen at the same time. They must comply with the bedding guidelines and be sourced from an Accor-approved supplier.

The bed must have duvet and pillows complying with the Brand approved specification. The duvet and pillows must be replaced every 2 years. They must comply with the bedding guidelines and be sourced from an Accor-approved supplier.

- Double bed must have 4 pillows
- Single bed must have 2 pillows.



REMINDER

Update your product age on the modernity tracker

PRODUCT LIFECYCLE DISPOSAL OPTIONS



You've just ordered new soft or hard bedding, **now is the time to ensure a new life to your old bedding items.**

Remember, **donating** is always **better than recycling!** Both options are better than throwing things away which creates more waste and garbage.

SOFT BEDDING



Duvet



Pillow

HARD BEDDING



Mattress



Bed base



Topper

**RENEWAL
FREQUENCY**
(Will be audited)

**MAXIMUM
2 YEARS**



Follow suppliers' wash & care guidelines to **maximise product life cycle**

**MAXIMUM
10 YEARS***

**MAXIMUM
2 YEARS**

BEDDING DISPOSAL OPTIONS

1



FOLLOW GUIDELINES

Please proceed with the disposal of your bedding by following the guidelines provided via the link below

[Click here](#) 

2



SHARE BEST PRACTICES

Once your bedding has been disposed of, please complete this file to help other hotels with this process

[Click here](#) 

**Bed base & mattress have a lifecycle of 7 years, so between 7 to 10 years: hotels must establish a formalized investment plan to ensure effective replacement no later than 10 full years.*

HARD BEDDING SUPPLIER PANEL

ENA

SUPPLIER	MANUFACTURING SITES	COVERAGE ZONES
 Groupe Cofel	France	ENA
	Belgium, Poland, Spain, Croatia, Italy	ENA
	Portugal	ENA
	Turkey	Turkey, Eastern Europe and CIS
	UK	UK
	France	ENA



For further information please contact [your local teams](#)

[More information about suppliers here](#)

SOFT BEDDING SUPPLIER PANEL

ENA

SUPPLIER	MANUFACTURING SITES	WAREHOUSE LOCATIONS	COVERAGE ZONES
	China	Germany & UK	ENA
	China	Netherlands & UK	ENA
	France	France	ONLY FRANCE



For further information please contact [your local teams](#)

LINEN

SUPPLIER PANEL

SUPPLIERS	COVERAGE ZONES
	Global
	Global
	Europe & North Africa
Other locally approved suppliers for certain markets may be used, please contact your local procurement team.	

For further information please contact [your local teams](#)



KEY STEPS & ACTIONS

Review brand standards

Carefully review brand bedding standards to ensure consistency, alignment, and compliance across all rooms.

Audit current inventory

Conduct a detailed audit of current bedding inventory to assess, condition and availability.

Engage Key teams

Engage Housekeeping and Operations early to ensure smooth coordination and clear responsibilities.

Identify replacement needs

Identify bedding replacement needs based on bedding compliance and lifecycle.

Choose your supplier

By requesting regional procurement support.

Bedding ordering guide tool to come.

Coordinate with chosen suppliers

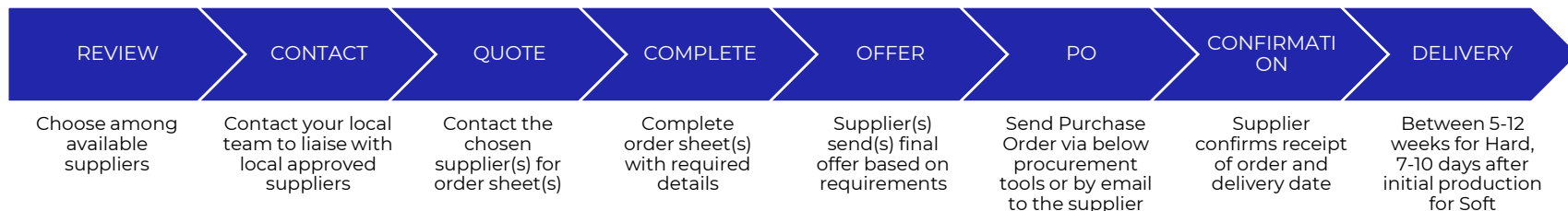
Order beds.

Plan delivery & rotation

Plan delivery and rotation schedules to minimise disruption, optimise usage, and maintain guest satisfaction.

PURCHASING PROCESS OVERVIEW

HARD & SOFT BEDDING - Current Process [Offline]



SOFT BEDDING - Future Process [Online, in addition to the offline process]



CONTACT YOUR LOCAL TEAM FOR SUPPORT



IN-HOTEL OPERATIONAL TRACKING

We are introducing a new optional tool to facilitate bedding tracking.

The tool will enable real-time visibility into inventory and bedding condition, making sure that our high standards are maintained consistently. Benefits include optimizing efficiency in the room allocation process for front of house teams, helping housekeeping teams reduce guest wait times, and ensuring a seamless check-in experience - improving overall service quality as well as in-room experience.



Facilitate bedding state tracking

Gain an accurate view of bedding condition by floor and by room.



Improve room allocation for front of house team

Build operational efficiency to dedicate more time to guests.

Accor Guidelines

Goal: This document is to help you to follow the state of your bedding in the rooms of your hotel.

1. USE IT

1. To use the document, please make a copy (mandatory).
2. Go to the tab "Bedding" and enter the right information in the white columns (The columns with an "*" is for choosing in the choice from the list).
3. Once you enter all information you can have after a report of the state of your bedding in the tab "Report".
4. You need to click on the button "Update Data - Click Here".

If you want to translate the state of the bedding, the compliance, you can of course by going in the tab "Data Validator", but don't move the cell or column.

Assessment conditions

Assessment with approved suppliers your hotel bedding every 7 years and your soft soft every 2 years for synthetic fill and every 5 years for natural filling, ensure you to be brand compliant with our brand standards.

HS = Head Bedding
SB = Soft Bedding

Guidelines to help you to use the document

HEAD BEDDING				SOFT BEDDING				COMPLIANCE	
FLOOR	Room	Year	State	FLOOR	Room	Year	State	Compliance	Comments
3	301	2019	Good	3	301	2019	Good	Yes	Head - Soft
3	302	2019	Good	3	302	2019	Good	Yes	Head - Soft
3	303	2019	Good	3	303	2019	Good	Yes	Head - Soft
3	304	2019	Good	3	304	2019	Good	Yes	Head - Soft
3	305	2019	Good	3	305	2019	Good	Yes	Head - Soft
3	306	2019	Good	3	306	2019	Good	Yes	Head - Soft
3	307	2019	Good	3	307	2019	Good	Yes	Head - Soft
3	308	2019	Good	3	308	2019	Good	Yes	Head - Soft
3	309	2019	Good	3	309	2019	Good	Yes	Head - Soft
3	310	2019	Good	3	310	2019	Good	Yes	Head - Soft
3	311	2019	Good	3	311	2019	Good	Yes	Head - Soft
3	312	2019	Good	3	312	2019	Good	Yes	Head - Soft
3	313	2019	Good	3	313	2019	Good	Yes	Head - Soft
3	314	2019	Good	3	314	2019	Good	Yes	Head - Soft
3	315	2019	Good	3	315	2019	Good	Yes	Head - Soft
3	316	2019	Good	3	316	2019	Good	Yes	Head - Soft
3	317	2019	Good	3	317	2019	Good	Yes	Head - Soft
3	318	2019	Good	3	318	2019	Good	Yes	Head - Soft
3	319	2019	Good	3	319	2019	Good	Yes	Head - Soft
3	320	2019	Good	3	320	2019	Good	Yes	Head - Soft
3	321	2019	Good	3	321	2019	Good	Yes	Head - Soft
3	322	2019	Good	3	322	2019	Good	Yes	Head - Soft
3	323	2019	Good	3	323	2019	Good	Yes	Head - Soft
3	324	2019	Good	3	324	2019	Good	Yes	Head - Soft
3	325	2019	Good	3	325	2019	Good	Yes	Head - Soft

A tracking tool of the state of your bedding

HEAD BEDDING		SOFT BEDDING		COMPLIANCE	
FLOOR	Room	FLOOR	Room	FLOOR	Room
3	301	3	301	3	301
3	302	3	302	3	302
3	303	3	303	3	303
3	304	3	304	3	304
3	305	3	305	3	305
3	306	3	306	3	306
3	307	3	307	3	307
3	308	3	308	3	308
3	309	3	309	3	309
3	310	3	310	3	310
3	311	3	311	3	311
3	312	3	312	3	312
3	313	3	313	3	313
3	314	3	314	3	314
3	315	3	315	3	315
3	316	3	316	3	316
3	317	3	317	3	317
3	318	3	318	3	318
3	319	3	319	3	319
3	320	3	320	3	320
3	321	3	321	3	321
3	322	3	322	3	322
3	323	3	323	3	323
3	324	3	324	3	324
3	325	3	325	3	325

An automatic report

Link to the Accor document for operational tracking is available [here](#)



NEW BEDDING VISUALS

SOFT BEDDING



Standard Duvet



Light Duvet



Light Pillow



Firm Pillow



Pillow Protector

NEW BEDDING VISUALS

HARD BEDDING



Bed Base



Mattress



Topper



Feet



Mattress Protector

NEW BEDDING VISUALS

FULL BED



ANY QUESTIONS ?

Do not hesitate to consult the dedicated [FAQ](#)



THANK YOU