



HYGIENE PROTOCOL - COVID-19 **La Cheneaudière & Spa**

Last update: July 1st, 2021

Dear customers, dear friends

We look forward to welcoming you back to your Cheneaudière.

To ensure that you can enjoy your stay in complete safety, we have drawn up a hygiene protocol for you and for the teams at your service.

We are in permanent contact with the authorities and are constantly updating our sanitary measures.

GENERAL MEASURES

- If you've been in contact with an infected person in the last 14 days, or if you have symptoms yourself, you will not be allowed to enter the hotel grounds.
 - We regularly clean and disinfect our common areas, paying particular attention to contact areas such as stair railings and handles of doors.
 - In order to ensure a social distance of at least 1 meter, we have provided distance markings at the reception and spa areas.
 - We have also put up separate displays in each of the areas to draw attention to the special requirements for each area.
 - Disinfectant dispensers are available throughout the hotel.
 - **At the request of the authorities, please wear your protective mask throughout the hotel (outside your room) and at all times during your stay.**
 - **In the dining areas, please wear your face mask until your first course is served at the table and then put it back on between services of the other courses.**
 - **In the wellness area, wearing a mask is also obligatory except on your deckchair/bed or when going to the pools and saunas.**
 - All our staff, trained by us in hygiene measures, will also be equipped with protective masks that they will wear at all times.
- The kitchen staff will also wear nitrile gloves and kitchen charlottes/toques.
The maintenance team in the rooms will wear nitrile gloves and visors.
Depending on the treatment, the team of beauticians may wear nitrile gloves, visors, and after every massage, they'll change their shirts.

#TousAntiCovid:

In the restaurant and spa area, each guest will be required to scan the QR Code presented at the entrance to report their presence via the governmental application #TousAntiCovid. If a customer does not have a smartphone or the application (e.g. foreign customers), they will have to register on the paper 'reminder form' provided by us. The government order states in these precise terms: "Managers of establishments have a duty to refuse customers who do not wish to report their visit by one of the means provided. "

- **WHEN YOU ARRIVE**

- We will be happy to take care of your luggage, but unfortunately we are not allowed to park your vehicle.

As soon as you enter the hotel, the obligation to wear a mask applies ;

It will also be necessary to clean your hands with hydro-alcoholic gel which will be at your disposal.

If you have forgotten your mask, you can buy a set of disposable or cloth masks at the hotel shop.

- As far as possible, please respect the minimum safety distance of 1 metre between each person.

- **AT THE RECEPTION DESK**

- We regret that we cannot greet you with a handshake. However, in the transparency of the protective glass, don't doubt for a moment that a smile is hiding behind our masks because everyone will be very happy to see you again.

- Your room cards will be disinfected by us. We will gladly accompany you to your room.

- Newspapers and magazines are no longer allowed. We offer you a multitude of newspapers and magazines to consult on the "Cheneaudière" application of your smartphone that you will have downloaded beforehand.

- **IN THE ROOMS**

- The hotel rooms are cleaned and disinfected under strict conditions and are inspected by our housekeepers. As part of the daily cleaning of the premises, contact surfaces and wet areas will also be cleaned more frequently using a surface disinfectant with targeted action against viruses (EN14476).

- Hotel linen is cleaned at 60°C and with antiviral products.

- We kindly ask you to leave the rooms during cleaning.

- The provision of practical information booklets in the rooms is no longer permitted. You will be able to consult these documents on the "Cheneaudière" application.

- **In the evening, the cover service will no longer be automatically carried out during the sanitary crisis in order to prevent people from entering your room.** This service is still possible on request with the signal "Thank you for making my room".

- **IN THE SPA**

#TousAntiCovid:

In the spa area, each guest will be required to scan the QR Code presented at the entrance to report their presence via the governmental application #TousAntiCovid. If a customer does not have a smartphone or the application (e.g. foreign customers), they will have to register on the paper 'reminder form' provided by us. The government order states in these precise terms: "Managers of establishments have a duty to refuse customers who do not wish to report their visit by one of the means provided. "

In the wellness area, wearing a mask is also obligatory except on your deckchair/bed or when going to the pools and saunas.

- All of the spa's equipment are accessible.

- During the health crisis, herbal tea is no longer permitted.

- All common areas, changing rooms, showers, toilets, floors, equipment such as saunas, heated beds... and all contact surfaces as well as wet areas are also cleaned very frequently with surface disinfectants with targeted action against viruses.

- All spa linen is cleaned at 60°C and with antiviral products (EN14476).

- Deckchairs and loungers are spaced at least 1 metre apart in accordance with health legislation. Those grouped by 2 are intended for couples or persons of the same household.
 - Please do not move the deckchairs in order to respect the physical distances.
 - The quality of the water in the different pools and facilities is under the permanent control of the Regional Health Agency.
 - The map of treatments and massages is also adapted to the health standards in force.
- During a treatment or massage, it is compulsory to wear a mask.**

- IN THE RESTAURANT

#TousAntiCovid:

In the restaurant, each guest will be required to scan the QR Code presented at the entrance to report their presence via the governmental application #TousAntiCovid. If a customer does not have a smartphone or the application (e.g. foreign customers), they will have to register on the paper 'reminder form' provided by us. The government order states in these precise terms: "Managers of establishments have a duty to refuse customers who do not wish to report their visit by one of the means provided. "

- Restaurants remain open as usual.
- **Please wear your protective mask until the service of your first dish at the table and put it back between the services of the other dishes.**
- Disinfectant dispensers will be available in the entrance areas. You will then be greeted by our staff. If there is no staff at the entrance to the room, please wait a short time. Our staff will take you to your table.
- We will have disinfected your seat beforehand. As soon as you have settled in, you will be able to remove your protective mask, which you will have to place in your pocket or bag.
- We will carry out the service equipped with a protective mask.

During breakfast and lunch (Gourmet break) :

- Breakfast and lunch will be mostly buffet-style, either self-service (individual, airtight containers) or provided by our teams.
- At lunch, the drinks menu will be visible on the "Cheneaudière" application on your smartphone. If you don't have a smartphone, a single-use card will be brought to you on request. This card will be thrown away after your departure.
- **Wearing a mask is also compulsory when circulating in the room and around the buffets.**

During dinner (or lunch) at the gastronomic restaurant :

- The food and drink menu will be visible on the "Cheneaudière" application on your smartphone. If you do not have a smartphone, a single-use card will be provided on request. This card will be thrown away after your departure.
- The contact details requested by us and left by our clients at the time of the table reservation will be kept and made available to the Regional Health Agency or health insurance in the event that contact-tracing is triggered.

- DEPARTURE FROM THE HOTEL

- We will be happy to take care of your luggage, but will unfortunately not be allowed to park your vehicle so as not to infect your private space.
 - **If more than 6 people are already waiting at the reception, please do not go inside.**
- Suitable and distant waiting areas are set up and we will be happy to come and meet you.**

- We ask you to pay as much as possible with your credit card or contactless with your smartphone (Apple Pay and Android Pay accepted).
However, we always accept cash and ANCV Holiday Cheques.
Bank cheques are no longer accepted.

We thank you for your participation in the strict application of hygiene measures and rules so that all guests can enjoy their stay in complete peace and quiet.

If you have experienced symptoms such as fever, cough, pain in the limbs or other during the last 14 days before your arrival, we ask you to cancel or postpone your stay.

In this case, cancellation costs are usually covered by your credit card's travel cancellation insurance. Up to 5 days before your arrival, a free cancellation through us is of course possible. After this date, the confirmed cancellation costs will be charged.

Please also inform us as soon as possible of any symptoms you may experience after your departure. We will be happy to answer any further questions you may have.
Thank you for your understanding and your contribution to the implementation of these new measures.

Marie & Nicolas Decker,
Jean-René Grau,
and the entire team from La Cheneaudière



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