

# Hotel Chalet Matsuzaka

## Charter for fighting COVID19

### Dear guest,

We are committed to respecting the instructions and recommendations of the public authorities to combat COVID-19 and to ensure your safety and that of our teams.

In true Chalet Matsuzaka spirit, we are doing everything to make your stay as pleasant and enjoyable as possible, while respecting these constraints.

No deposits will be kept in case of any COVID19 problems (closing of borders, self-isolation due to risks of infection, etc.). We will offer you reimbursement or to change your booking to alternative dates.

Summer 2020 specific measures will include not re-renting a room for 48 hours minimum after departure and taking a maximum of 50% occupancy.

#### We, and our team, commit to:

- Respecting the instructions and recommendations of the public authorities for combatting COVID-19
- Respecting the health protocol of The Originals (our hotel group)
- Using anti-viral products
- Respecting physical distancing
- Wearing masks and disposable or washable gloves
- Regularly washing their hands with soap
- Using hydro-alcoholic solution
- Self-isolating and testing immediately in case of COVID-19 symptoms

#### We ask our guests to:

- Wearing a mask upon arrival
- Wearing a mask in all public areas
- Turn off radiators and open the window on departure from the hotel
- Put all bed and bath linen to be changed in a bag specifically for this purpose
- Place all waste in a closed bin
- Respect all instructions and physical distancing

#### Reception and public areas

- Provide hydro-alcoholic solution for customers in the public areas
- Provide hand washing facilities in the shared toilets
- Increased cleaning/disinfection procedures at all points of contact: door handles, switches, lift buttons, door push buttons, stair railings, reception desk ...etc ..... 5 times per day
- Systematic disinfection of room keys
- Favouring communication by text, WhatsApp, email during stay
- Favouring payment by credit card and sending the invoice by email
- Disinfection of the card payment terminal after each use

#### Breakfast and dinner: only on reservation at reception

Subject to government guidelines, we hope to welcome you to the hotel dining room. Here, you will have a dedicated table for your stay and each table will be strictly spaced. All meals will be à la carte and served to the table (no buffet menu).

However, no charge will be made if you wish to have room service.

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- Room service will be delivered at a set agreed time and trays will be placed outside the room (finished trays to also be put back outside the room).
- Breakfast and dinner will be served in the dining room, only subject to government guidelines.

All personnel will be wearing protective clothing, masks and gloves for service.

### Hotel room :

- After departure, each room will be left a minimum of 24 hours before cleaning, and not re-rented within 48 hours
- There will be a specific “kit” for each room which will be disinfected and/ or renewed between each of the rooms
- Thorough cleaning/disinfection of the entire bedroom, bathroom and WC with anti-virus products
- Daily cleaning will only be at the request of the guest. In this case, the guest must not be present and staff will wear protective equipment (masks, gloves and cleaning protective clothing)
- Any change of linen or towels to be made by telephone/SMS and a clean set will be given outside the room
- Any replacement products required will be placed outside the room (drinks, courtesy tray, tissues, etc..)
- We ask our guests to leave the bedroom window open on departure and to ensure radiators, towel dryers are turned off
- Between each room occupancy, all linen and all welcome products, including non-used items, are systematically changed

**We will be so happy to have you with us again!**