

MAISON CHANZY

Our charter – 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 Maison Chanzy's tradition and spirit, we are doing everything to make your stay as pleasant and enjoyable as possible, while respecting these constraints.

Our employees commit to:

- Respecting the instructions and recommendations of the public authorities for combatting COVID-19.
- Welcoming a limited number of guests : 10 persons maximum.
- Respecting the health protocol of Maison Chanzy.
- Using anti-virus products.
- Respecting barrier gestures.
- Respecting physical distancing.
- Wearing masks and disposable or washable gloves.
- Regularly wash their hands with soap.
- Using hydroalcoholic solution.
- Taking holidays in case of COVID-19 symptoms.

Guests commit to:

- Wearing a mask upon arrival.
- Wearing a mask in all public areas.
- Open the window when leaving the hotel room, for the safety of our staff.
- Put all bed and bath linen to be changed in the bath/shower.
- Place all waste in a closed bin.
- Respect all instructions and physical distancing.

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Common spaces

- Provide hydroalcoholic solution for customers in the common space.
- Provide hand washing facilities.
- No reception but self check-in/self check-out to avoid contacts.
- Increased cleaning/disinfection procedures at all points of contact: door handles, switches, door pushbuttons, stair railings...etc.
- Systematic disinfection of room keys.
- 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

In order to avoid any interaction:

- Breakfast delivered in-room or in the dining-room.
- No Lunch nor Dinner served currently.

Each breakfast basket/tray is prepared by a member of staff wearing a mask and gloves. The basket/tray will be placed in front of the door.

When finished, the customer places the basket/tray outside his room, in front of the door. No physical contact between the customer and a member of staff.

Hotel room

- Each maid has her own, personal cleaning kit. This kit 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.
- Cleaning only at the request of the guest.
- On request, a set of clean linen is available every day.
- We ask our guests to leave the bedroom window open on departure.
- Between each room occupancy, all linen and all welcome products, including non-used items, are systematically changed.

**We are so happy to have you
with us again!**