



*We're looking forward  
to seeing you soon...*

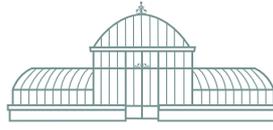


## KEEPING YOU SAFE DURING YOUR STAY AT CHÂTEAU LES CARRASSES

Despite the challenges of 2020, we are confident you will have a great, relaxed holiday with us at Les Carrasses. But this doesn't mean we are not taking hygiene seriously!

In this document you can find out more about our hygiene protocols for the 2021 season – a range of discreet, effective measures, developed in collaboration with Bureau Veritas, France's leading testing and inspection group.





## GENERAL HYGIENE MEASURES AT THE CHÂTEAU

### SOCIAL DISTANCING

Social distancing obligations currently in force in France require non co-habiting groups to maintain a distance of one metre when socialising.

Our restaurant, pools and kids' club have been adapted to ensure this is possible. Capacity is also managed to ensure distancing is possible at all time.

Protection screens have been installed at reception and we have introduced one directional walkways where possible

### SURFACES & TOUCH POINTS

Frequent contact areas are disinfected very regularly. This includes door handles, light switches, hand rails, payment devices and service counters

### HYDROALCOHOLIC GEL

Hydroalcoholic gel is freely available in your accommodation as well all public areas of the estate.

### MASKS

Guests are not required to wear masks on the grounds of the estate. The one exception to this is when using the restaurant restrooms, a French legal requirement.

N95 face masks are available at reception and will be provided during check-in if required.

The staff will wear masks when working in proximity to guests and otherwise as required by the law.

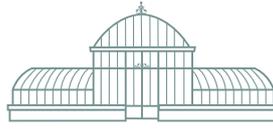
### PRINTED MATERIALS

Brochures and paper materials have been removed to limit contact. Digital versions can be downloaded using QR codes located at reception, in the bar, restaurant and in your accommodation.

### DETECTION & ISOLATION

An emergency procedure is in place in the event of detection of a suspected Covid-19 carrier, whether customer or an employee.





## ABOUT OUR STAFF

### TRAINING

Our entire team has been trained to know how to avoid propagating Covid-19 while carrying out their duties and interacting with guests. 'Refresher' training will be carried out throughout the season.

### COMMUNICATION

Staff have copies of all operating procedures, instructions, forms and health information, which are also available on our intranet. Evolving guidelines from health authorities are rapidly and clearly communicated to our teams.

### WORK SPACES

'Behind the scenes' workspaces and procedures have been reorganised where required, in order to limit contact and ensure the statutory distance of one metre is maintained at all times. Hydroalcoholic gel is widely available in staff areas.

### MASKS

Staff have been equipped with masks, to be worn during customer service or when in close proximity with other employees.

### GLOVES

Staff are equipped with latex gloves which are used when addressing specific tasks for which gloves are obligatory. These are disposed of after use, after which hands are washed.

### TEMPERATURE CHECKS

Employees are encouraged to check their temperature before leaving home for work. Non-contact thermometers are also available at the estate where required.

### POTENTIAL INFECTIONS

Staff with potential symptoms are not permitted to come to work. If symptoms appear whilst at work in staff are sent home with instructions to get immediate testing. This also applies to staff members who have been in close contact (< 1 metre for more than 15 minutes) with someone displaying symptoms.





## RECEPTION & SERVICE DE CHAMBRE

### ARRIVAL & DEPARTURE

In order to allow us to ensure accommodation has been fully disinfected, check in/out hours have been modified by one hour each. For the 2020 season check-out is at 10h and check-in is from 17h–21h. To respect social distancing obligations at reception, an estimated arrival time must be communicated to the reservation team prior to travelling and confirmed to reception one hour before arrival at the Château.

### PRE-ARRIVAL CLEANING

Check-in and check-out times have been adjusted so that our housekeeping team can carry out a full disinfection of the accommodation between guests according to a strict protocol, using certified equipment and products.

### IN-STAY CLEANING

A range of enhanced housekeeping services are available during your stay. Our housekeeping team will always wear masks in your accommodation and will adhere to strict hygiene protocols. Please pre-book with our reservation team to ensure availability or enquire at reception at check-in.

### FACE MASKS & GEL

Disposable face masks are available for every client at check-in and hydroalcoholic gel is available in your accommodation as well as in all public areas of the estate.

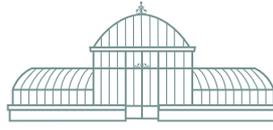
### GUESTBOOK

To limit the risk of contact transmission, our guestbook is only available in digital format this year. The guide, which contains essential information about the Château, the accommodation and the local area, is available to download to your laptop, tablet, or mobile phone. A QR code is available at reception and in the accommodation or send an email to [reception@serjac.com](mailto:reception@serjac.com).

### LINEN & TOWEL CHANGE

For guests staying in self-catering accommodation, a change of linen and towels is included in the price of your accommodation every 3-4 days. Please confirm the day and time at check-in. Should you not wish for a member of our housekeeping team to enter your accommodation fresh linen and towels will be delivered to your door.





## RESTAURANT

### SPACE

Our large spacious terraces will be open throughout the summer to ensure that social distancing can be respected by staff and guests. Note the social distancing obligation currently in force in France is one metre.

### TABLE PLANS

The spacing between tables in the restaurant and on the terraces have been adapted in accordance with hygiene obligations currently in force.

### MENUS

To limit multiple use contact, our food and beverage menus will be available on a blackboard and via a QR code to download to your smartphone.

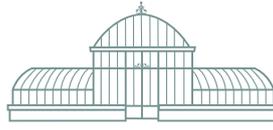
### MASKS

In accordance with French law currently in force, Guests must wear a mask using the rest rooms.

### IN-HOUSE DINING

If you would prefer to eat in your accommodation, a range of "home delivery" options are available direct from the restaurant. Menus can be downloaded via a QR code at reception and in your accommodation.





## KIDS CLUB

### OPENING TIMES

The Kid's Club is open in July and August, from Monday to Friday from 9h30–12h and from 14h30–17h.

### LIMITED PLACES

Places will be strictly limited to comply with current regulations, which will be adhered to and carefully monitored daily by the Management.

### QUALIFIED STAFF

Our experienced, bilingual staff hold the French BAFA qualification and will be trained in strict hygiene protocols.

### OUTDOOR ACTIVITIES

All activities are held in the open air amongst the pine trees, surrounded by a dazzling array of Mediterranean plants, lizards, birds and crickets and all sorts of other fauna and flora!

### HYGIENE

Children will be asked to wash their hands regularly and to use hydroalcoholic gel. Any materials used will be disinfected after use and where possible children will be given their own material for use during the activities.

