

COVID Protocol

A guide to what is expected and provided by the Chateau and by the Client

The Chateau:

Disinfection protocol

The more that high-touch materials are disinfected in the Chateau and the more that surfaces can be thoroughly cleaned, the more COVID-proof the event will be. Prior to the start of the event the Chateau will be disinfected, as well as the door handles, doors, railings, light switches, and other high-touch materials.

The more opportunities there are for disinfection and cleaning, the smaller the risk of virus transmission through materials/surfaces and the smaller the risk of infection.

1. **PREPARATION FOR SAFE CLEANING OF ROOMS AND COMMON AREAS:** We use registered disinfectant and sanitiser solutions and understand their active ingredients and how to use them properly. Wash hands for at least 20 secs with soap and water. When entering rooms, wear protective equipment at all times. Ventilate rooms before cleaning. Open windows for at least 15/30 mins and left open during whole cleaning process. Strip beds first and wash bedding at 60°C.
2. **CLEAN DUST AND DEBRIS:** Use soapy cloth to wipe off counters before sanitising. Take out all rubbish first preventing dirty rubbish contaminating the space once it is cleaned. Wash all linens at highest heat setting recommended by manufacturer. Wash all dishes and empty dishwasher. Dust the space and vacuum floor. Clean all hard surfaces with soap and water. Clean all soft surfaces on manufacturers instructions.
3. **SANITIZE WITH DISINFECTANT:** All high-touch points ie doorknobs, light switches, cabinets. Once hard surface clean, spray with disinfectant. Let disinfectant stay wet for specified length of time. Allow to air-dry.
4. **CHECK ROOM BY ROOM CHECKLISTS:** Double check all high-touch surfaces were sanitised.
5. **RESET THE ROOM:** Avoid cross contamination by finishing cleaning and sanitising before resetting it for next guest. Dispose of/wash cleaning supplies as appropriate.
6. Empty and sanitise vacuum cleaner after every clean. Remove cleaning gear and wash/change as appropriate. Wash hands.

The gap between one set of clients leaving and another arriving, as recommended by official health advisory body the Haut Conseil de la Santé Publique, is a minimum of six hours.

Communication protocol

Provide clients and guests with resources that detail the signs and symptoms of COVID-19 to help educate potential guests on whether they should attend or stay home.

Require staff and guests to stay home if they have experienced COVID-19 symptoms in the past 14 days, have been diagnosed with COVID-19 in the past 14-days, or have had contact with a known or suspected COVID-19 case.

Create signage outlining face coverings and/or other personal protective equipment rules, physical distancing requirements, and other COVID-19 specific procedures; ensure any messaging surrounding COVID-19 recognises and addresses cultural, language and/or disability barriers.

Implementation during event/stay protocol

Use a contactless method for accepting payments at the event or during your stay.

Provide access to hand-washing stations with soap and water or hand sanitiser containing at least 60% alcohol. Require guests to use hand sanitiser or wash hands upon entry and exit of the Chateau, exit of bathrooms, after disposing of waste and after consuming food.

Provide instructions on proper handwashing at handwashing stations (at least 20 seconds in accordance with Government/WHO guidance).

Remind event-goers not to touch their eyes, nose or mouth.

Guests should cover their nose and mouth with an approved face cover when around others. Unless stated otherwise by local regulations, exceptions are for children under two, persons with breathing issues, or someone who is unconscious/incapacitated or unable to remove their face cover independently.

As per physical distancing guidelines, guests should stay at least two metres (or adjusting per up-to-date guidance from local authorities and public health officials) from one another, even if they are wearing face coverings.

When not wearing a recommended face cover, guests/suppliers should cough or sneeze into a tissue or their elbow, not touch their face, and should then wash their hands.

The Client:

Your responsibility and safety communication protocol

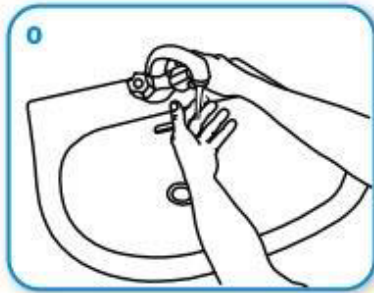
Please use this COVID Protocol form as your form of communicating Chateau Destinee's COVID Protocol ensuring all parties are aware of what is required. This should be emailed to your guest and suppliers before the event.

If a guest displays symptoms, you should separate the guest from others until they can go home. You should contact local health officials, communicate potential exposure to staff, your suppliers and guests and the Chateau. No guests/suppliers/external workers must attend the Chateau with Covid symptoms.

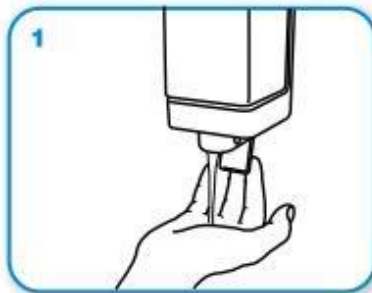
With your event planner and the Chateau, denote a location to isolate the guest and/or staff member who demonstrate signs or symptoms of COVID-19. You should designate someone who will respond to ill attendee concerns.

Safety procedures for your guests:

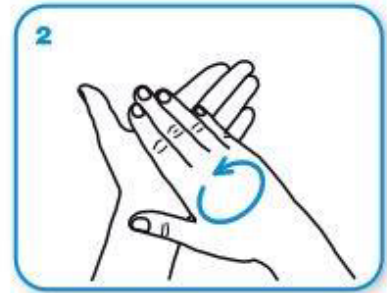
- You must inform all guests/suppliers/external workers to wear masks at all times whilst moving around the Chateau except during dining for guests.
- You must inform all guests/suppliers/external workers to adhere to social distancing.
- You must inform all suppliers/external workers to additionally adhere to their own Covid protocols.
- If any guest/supplier/external worker tests positive for Covid after the event within 14 days, then you must inform all guests/suppliers/external workers and the Chateau must be informed immediately so that additional measures and actions are put in place.
- Any guest/supplier/external worker must not attend the Chateau if they have any COVID-19 symptoms, including fever, cough, or gastro-intestinal issues. Additionally, we require guests/suppliers/external workers to not attend the event if they have been diagnosed with COVID-19, or had direct contact with an individual diagnosed with or suspected to have COVID-19 in the past 14 days.



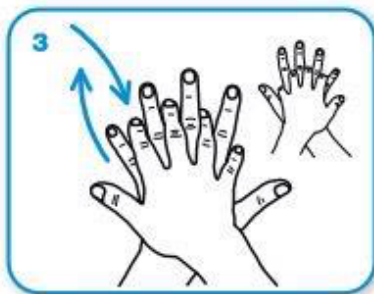
0
Mouiller les mains
abondamment



1
Appliquer suffisamment de savon
pour recouvrir toutes les surfaces
des mains et frictionner :



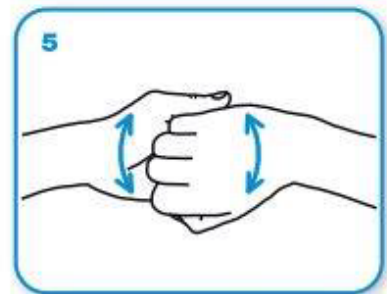
2
Paume contre paume par
mouvement de rotation,



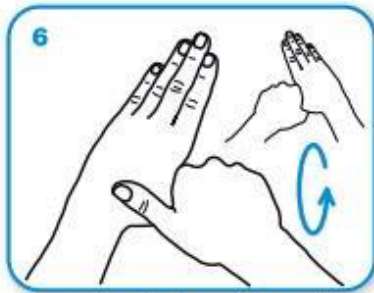
3
le dos de la main gauche avec un
mouvement d'avant en arrière exercé
par la paume droite, et vice et versa,



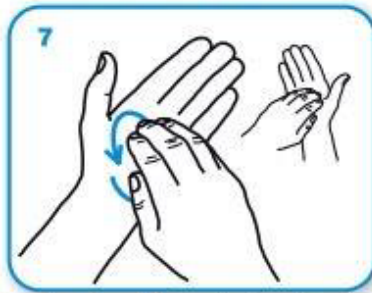
4
les espaces interdigitaux paume
contre paume, doigts entrelacés,
en exerçant un mouvement
d'avant en arrière,



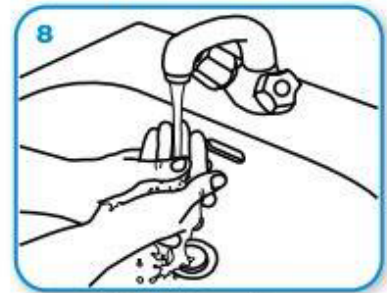
5
les dos des doigts en les tenant
dans la paume des mains
opposées avec un mouvement
d'aller-retour latéral,



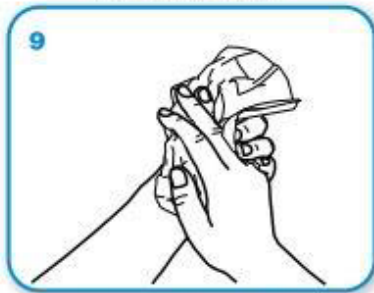
6
le pouce de la main gauche
par rotation dans la paume
refermée de la main droite,
et vice et versa,



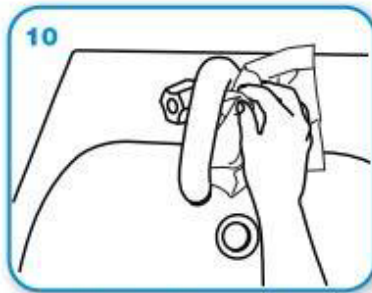
7
la pulpe des doigts de la main droite
par rotation contre la paume de
la main gauche, et vice et versa.



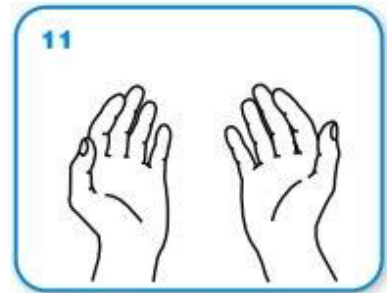
8
Rincer les mains
à l'eau,



9
sécher soigneusement les mains
avec une serviette à usage unique,



10
fermer le robinet à
l'aide de la serviette.



11
Les mains sont prêtes
pour le soin.

COVID-19

FACE AU CORONAVIRUS : POUR SE PROTÉGER ET PROTÉGER LES AUTRES



- Se laver très régulièrement les mains
- Tousser ou éternuer dans son coude ou dans un mouchoir
- Utiliser un mouchoir à usage unique et le jeter
- Saluer sans se serrer la main, éviter les embrassades

Vous avez des questions sur le coronavirus ?

 [GOUVERNEMENT.FR/INFO-CORONAVIRUS](https://www.gouvernement.fr/info-coronavirus)  **0 800 130 000**
(appel gratuit)



COVID-19

BIEN UTILISER SON MASQUE

Comment mettre son masque



1 Bien se laver les mains



2 Mettre les élastiques derrière les oreilles

OU



Nouer les lacets derrière la tête et le cou



3 Pincer le bord rigide au niveau du nez, s'il y en a un, abaisser le masque en dessous du menton et ne plus le toucher

Comment retirer son masque



1 Se laver les mains et enlever le masque en ne touchant que les lacets ou les élastiques



2 Après utilisation, le mettre dans un sac plastique et le jeter

OU



s'il est en tissu, le laver à 60° pendant 30 min



3 Bien se laver les mains à nouveau

Le masque est un moyen de protection complémentaire qui ne remplace pas les gestes barrières

