



HÔTEL CASTEL

COVID-19 Pandemic

In accordance with the restrictions and recommendations of the Public Health Agency of Quebec and Canada, several preventive measures have been implemented in our establishment.

Open services:

- Room reservation

In order to ensure everyone's safety and out of respect for our employees and our customers, a few questions relating to the pandemic will be addressed to each of the customers when they reserve a room. No customer will be admitted without this authorization procedure made by phone.

Closed services:

- Hall reservation
- Restaurants (breakfast, lunches and dinners)
- Massage treatments
- Indoor and outdoor spas
- Gym
- Game room

Hygiene measures implemented

- Increase in the frequency of housekeeping in common areas
- Hand sanitizers is available for everyone in the common areas
- Hand washing obligatory for customers and employees upon their arrival at the Hotel and before circulating in the common areas
- We leave the interior doors open when possible to reduce contact with the handles
- We highly encourage contactless payment methods
- A multitude of other measures have also been taken, specific to each department

Preventive measures implemented

- Staff are advised to not come to work if they have returned from a trip outside Quebec since March 12, if they have symptoms of COVID-19 or if someone around them has them.
- A reminder of the hygiene rules relating to coughing, sneezing, hand-to-hand contact, as well as effective hand washing is done frequently.

Our team is closely monitoring developments and we are quickly adjusting to additional measures to prevent the transmission of the coronavirus.

Louise Bouthiette, CPA - Executive Director