

COVID-19 Pandemic

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

All our services are OPEN :

- Lodging
- Restaurants [Business hours may vary]
 - **Resto Café** – breakfast
 - **Pub Le Parloir** – supper and drinks
 - **L'Emulsion restaurant**- supper and drinks
- Massage therapy
 - **Spa Halta** –Swedish massage (60 and 90 minutes)
- Outdoor facilities : hot tubs, playground, gardens, fireplace and others
- Gym
- Game room
- Meeting room booking
 - **Granby Convention Center** and other meeting rooms – certain conditions apply

Hygiene and preventive measures: COMMON AREAS

- Wearing a mask will be mandatory to access or circulate in the hotel, with the exception of your room
- Customers and employees must maintain a distance of at least 2 meters
- Increase in the frequency of housekeeping of the common areas
- Mandatory hand washing for customers and employees upon their arrival at the Hotel and before circulating in the common areas
- Hand sanitizers is available for everyone 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

Hygiene and preventive measures: ROOMS

- For any stay of less than 4 nights, no housekeeping will be carried out during the occupation of the room; however, that additional toiletries will be provided upon request (towels, tissues, etc.). Housekeeping will be done at scheduled intervals for stays of 4 nights or more.
- All rented rooms are cleaned with the utmost care upon departure of our guests.

General preventive measures

- Starting September 1, 2021, as required by the government, anyone 13 years old and older must be able to present their vaccination passport and photo identification to access the following services: dining rooms of the restaurant L'Émulsion and the Pub Le Parloir, gym, game room and meeting rooms.
- Guests with symptoms must postpone their visit to our establishment.
- Staff are informed not to come to work if they have symptoms of COVID-19 or if someone of their surroundings has them.
- A reminder of the hygiene rules relating to mask wearing, physical distancing, coughing, sneezing, hand-to-hand contact, as well as effective hand washing is done frequently.

Always with the objective of making your stay a safe and pleasant one, we follow the evolution of the situation and we promptly make adjustments according to government measures when they are put in place, while maintaining our warm and courteous welcome.

Louise Bouthiette, CPA, CA - Executive Director