



MAISON FENESTRAZ

DEPUIS 1966



# MAISON FENESTRAZ

*THE BEST THING ONE MAN CAN DO FOR ANOTHER IS TO  
SHARE HIS DREAM*

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Dear guests,

We are convinced that the most unforgettable experiences are shared, not only with our loved ones but also with our environment, nature, ecosystem, and local community.

Over the years, our Maison Fenestraz around the world, France, Argentina and Brazil have is adapting itself to our guests and the world in which we live in. Our objectives are to continue sharing with our guests new experiences that awaken all our senses, in a more responsible environment and with a more sustainable vision.

In the current context in which we live in, the Maison Fenestraz teams are committed to adopt an ecologically responsible policy in all their Maison to reduce their impact on the environment. We are also committed to grow the local community through responsible travel and tourism.

We know that there is a great way to go but with small actions great changes are achieved

In addition, we have created a our hygiene protocol to ensure the well-being and safety of all our guests and teams, facing the Covid-19 situation

Sincerely yours,

Raoul and Stéphanie Fenestraz  
Maison Fenestraz Owners



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# STANDARDS AND PROTOCOLS

## COVID-19 PREVENTION

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### ARRIVAL AND TRANSFER

- We offer private transfers, only people from the same family will be accepted in each vehicle.
- Chinstraps or masks are recommended, the use of it will be mandatory according to official recommendations of the local government.
- All vehicles are equipped with alcohol gel for the hands.
- Before each trip the vehicle will be disinfected - both inside and outside, in addition to regular cleaning of the vehicles.



### VISUAL RECOMMENDATIONS

- We publish safety instructions and recommendations in all access points to the establishments.
- In crowded places, we organize the distance by marking on the ground and / or a traffic direction.



### DISINFECTION OF SURFACES

- Surfaces are regularly disinfected: counters, rails, handles, tables, faucets, elevator call buttons, telephones, stair rails, fire extinguishers, hall switches.
- Disinfection is carried out daily and the frequency is adapted to traffic and the accumulation of people and time of year.



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### HAND HYGIENE

- To ensure optimal hand washing for you and our employees, the supply of hydroalcoholic soaps and gels is checked several times a day.
- Our health protocols are strengthened, our team is trained and applies the correct actions to protect themselves and protect the guests from the virus.
- Maison Fenestraz teams commit to wash their hands frequently.

The detail of our reinforced protocol for the hygiene of hands of our employees:

- Before and after handling garbage or waste.
- Before and after eating, handle food.
- After touching public surfaces: counters, handrails, door handles, railings, etc ...
- After handling money, keys, animals, etc ...
- After going to the bathroom.



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### COMMON AREAS, LIVING ROOM, BAR

- Tables are located 2 meters away.
- Tables are disinfected with alcohol before and after each use.
- Placemats are washed in the dishwasher after each use.
- Tables are served with disposable gloves.



### KITCHEN

- Each employee has working clothes for daily use.
- Employees wear gloves in the kitchen and a disposable mask.
- Gloves are changed each time the cook has to perform a different task.
- Masks are changed everytime employee enter into the kitchen (in the morning and after each break)
- Worktops and ustensils are disinfected before and after each use.
- The use of disposable absorbent paper is preferred for drying surfaces.
- Each employee (cook or not) must wash their hands upon arriving at the establishment and then several times a day, even if they wear gloves all day.





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### ROOM CLEANING

- Our cleaning team is trained and rigorously applies the new procedures and distancing.
- The rooms and bathrooms will be completely cleaned, disinfected and ventilated after the departure of each client.
- Bed and bath linen is washed at a high temperature according to the recommendations of the authorities.
- Cleaning staff should wear a mask and gloves.
- Hand sanitizer is supplied in each room.
- Solid individual soap will be replaced by liquid soap.
- All products used by customers will be thrown away.
- Reusable products and items will be quarantined.



### ACTIVITIES

- All experiences regularly offered will continue, new rules and protocols will be applied.
- The experiences are done privately, with an assigned guide. Each experience needs a previous reservation, two reservations cannot share the same activity.
- In addition to traditional activities, and according to the Maison Fenestraz you are staying, you can enjoy self-guided trails, bicycles and enjoy the natural surroundings.
- Bicycles will be disinfected after each use.

Thank you very much for your trust and we hope to see you soon.

