



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, ecosystem and local community.

Over the years our Maisons around the world - in France, Argentina, Brazil and Italy - have been adapting themselves to our clients and the reality in which we live. 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, Maison Fenestraz is committed to adopt an ecologically responsible policy in all of its Maisons to reduce the impact on the environment. We also work hard on the growth of the local community through ethic traveling and tourism.

We know that there is still a long way to go, but by starting with the small actions great changes can be achieved.

In addition, you can find below 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



# STANDARDS AND PROTOCOLS

## COVID-19 PREVENTION

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### ARRIVAL AND TRANSFER

- For the safety of our guests we offer private transfers from and to the airport;
- As set by local governments, it is mandatory to wear face masks;
- All vehicles are equipped with alcohol gel;
- The vehicles are disinfected before each trip - both inside and outside - in addition to the regular cleaning.



### SAFETY INSTRUCTIONS

- We publish safety instructions and recommendations in all access points of the establishments;
- For further safety, safe distances are marked on the floor.



### 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 varies depending on the amount of people present and the time of the 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 properly prevent the virus transmission.
- The Maison Fenestraz team commits 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.



# STANDARDS AND PROTOCOLS

## COVID-19 PREVENTION

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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.

