



Chateau Marlborough  
BLenheim - NEW ZEALAND

## Welcome

During these difficult times, we are implementing measures to minimise the risk of transmission, to ensure that our guests and employees remain in a safe, inclusive and healthy environment. We are doing everything we can to uphold our high standards to maintain a safe environment, with additional cleaning, disinfecting, and providing hand sanitisers at our reception so please make use of this if you are walking around the property.

### **Our Restaurant, Bar, Pool, Conference Facilities and Fitness Centre all are open but with restrictions under alert level 2.**

- **Limit Contact** – Please keep the recommended 2 metre distance from all other staff and 1 metre from other customers. Please minimise touching surfaces where possible.
- **Face Masks**-All customers should wear a face covering wherever possible, except when eating and drinking. Face coverings are mandatory for staff at Alert Level 2 inside all public buildings. All our customer-facing staff will wear face covering while serving you. Masks available at reception if you do not have your own.
- **Dining in Quench Restaurant**- Please remain seated at your table unless you are entering or leaving the venue, using the bathroom or paying for meal. We can have a maximum of 50 people, all seated in our restaurant. We are also offering contactless room service, please **Dial 0**.
- We are upholding our **high standard of cleaning** to maintain a safe environment, with additional cleaning, disinfecting, and providing hand sanitisers around the building so please make use of these if you are walking around the property.
- **Housekeeping services**. Normal housekeeping services are operating during your stay. Should you choose to not have your room serviced, please let our staff know.
- **Reception Hours** – Reception is open 24/7 – please **Dial 0** for assistance.
- **Check out** – contactless check out via reception.
- **Compulsory display and use of QR Code** for Contact Tracing and/or collecting and maintaining accurate records. All customers should keep a record of visit.

If you are concerned that you are showing symptoms of Covid-19 Virus, please contact reception and ask for the Duty Manager. We will put you in contact with Health Professionals and follow their instructions. New Zealand Ministry of Health **HEALTHLINE: 0800 611 116**

In case of Fire Alarm: Please follow normal evacuation procedure on rear of your book. Evacuate to Evacuation Area and keep yourself isolated from everyone.

Thank you.