

COVID-19 LEVEL 2 UPDATE - Chateau Marlborough

12th August 2020

We are currently at Alert Level 2. On Wednesday 12th August at 12.00 pm we have been moved to Alert Level 2. We will be updating the below information on a regular basis following further updates from the NZ Ministry of Health.

Please refer to the official Government website for up to date information and advice on COVID-19: <https://covid19.govt.nz/>

We are closely monitoring the Covid-19 (Coronavirus) outbreak and we have implemented stringent cleaning measures and other safety procedures to minimise the risk of transmission, to ensure that our hotel employees and our guests remain in a safe and healthy environment.

Our measures include:

Working with key industry associations to ensure there is provision of the current government public health agency advice and guidance available to all our employees and guests.

- ✓ **Contactless restaurant payments, room service available.**
- ✓ **increased frequency of cleaning and disinfecting throughout our premises.**
- ✓ **increased cleaning schedules in all public areas with a particular focus on hand railings, bathrooms and doors, using a suitable disinfectant.**
- ✓ **Hand sanitiser in all public areas for guests and visitors to use.**
- ✓ **Reinforcement of team personal hygiene, proper handwashing and use of alcohol-based hand sanitisers.**
- ✓ **Additional hand sanitiser provided in all back of house areas for teams.**
- ✓ **Safe distancing measures and changes to the usual check in process.**
- ✓ **Contactless room service meals available for our in-house guests - please ask us for the options.**
- ✓ **Maximum tables of ten in our restaurant, with one server only assigned to each table. Each table will be spread out with seating only.**
- ✓ **All tables in restaurant will be spread out for physical distancing.**
- ✓ **Contact register will be in place, and all customers will require to give contact details for contact tracing records.**
- ✓ **Enforcement of all staff and customers to maintain physical distance of 2 metre between groups and other customers.**
- ✓ **No customers will be allowed to enter or dine who have COVID-19 symptoms, or who need to be in isolation/quarantined for any reason.**

Chateau Marlborough looks forward to welcoming you to our special part of the South Island, surrounded by vineyards and a short drive from the stunning Marlborough Sounds. We have introduced some specific changes to our usual booking procedures in order to ensure that we are complying with Ministry of Health and WHO recommendations and guidelines - to protect you, our guest and our hotel staff.

YOUR BOOKING FLEXIBILITY

We remain committed to offering you flexible booking options. Given these unique circumstances we are making additional adjustments to our individual booking policies to give you extra peace of mind.

If you need to cancel or change your reservation or your event with us then contact us via email or call +64 (3) 578 0064 and we will work through your options and sort it out with you.

ARRIVING AT CHATEAU MARLBOROUGH

All bookings are required to be prepaid with credit card.

The following information is required on check-in under level 2:

- Screenshot of your Passport (for all non-NZ Citizens & Residents) or photo ID (NZ Citizens & Residents)
- Filled and signed guest registration form.

Thank you for your ongoing support and understanding as we adapt to these challenging times. We are committed to ensuring your health and safety.

Thank you and stay safe. For further health-related updates please visit the Government's official COVID-19 website.

CONFERCING AT CHATEAU MARLBOROUGH

Please be aware there will be strict rules followed under Alert Level 2 for our conference centre: Please see below our rules under level 2.

- No group more than 10 people is permitted per table. Our maximum capacity at present is 35 people.
- Every group or individual is to keep 1 metre apart.
- We will be maintaining high hygiene standards.
- There will be contact tracing in place to insure none of the attendees have COVID-19 symptoms or need to be in isolation for any reason.

This means at times we may be using different rooms and settings for your conference. Any changes we need to apply to your conference will be free of charge to ensure safe-spacing is maintained.



We all need to work together if we want to slow the spread of COVID-19. You can unite against the virus now by:



Washing and drying your hands

Wash often. Use soap. 20 seconds. Then dry. Washing kills the virus by bursting its protective bubble.



Coughing or sneezing into your elbow

It keeps the virus off your hands, so you won't spread it to other people and make them sick too.



All arrivals to New Zealand must self-isolate for 14 days

Except for those from the Pacific. Visit [Covid19.govt.nz](https://www.covid19.govt.nz) for details.

Find out more at [Covid19.govt.nz](https://www.covid19.govt.nz)

[New Zealand Government](https://www.covid19.govt.nz)

Unite
against
COVID-19

