



Château de la Créé Protection Protocol

In view of **COVID-19**, we have introduced a protection protocol to ensure everyone's safety. It is based on four areas:

- 1) Physical welcome of clients
- 2) During experiences
- 3) The shop
- 4) Saying goodbye

(Details below)

This charter aims to set up long-term good practices and acts of protection. If we collectively respect these rules, everyone will be able to enjoy their experience at **Château de la Créé** with peace of mind.

1. Physical welcome of clients

We strongly recommend booking your experience in advance. We reserve the right to turn down visitors arriving at the Château without a reservation if the sanitary conditions for receiving them are not in place. We have revised our services and are now only running experiences for private parties or previously formed groups. In this way, only people from the same family, friends or members of a ready-made group (*maximum 8 people*) will be in contact.

For your safety, we have placed hand sanitiser at the entrance to the shop. Please use it **before ringing the bell**. You are asked to ring the doorbell at the entrance and to avoid touching the handle of the door. We will come and open it. If you have masks and/or gloves, we recommend you put them on before entering the shop. Otherwise, we can provide you with them. Toilets are available in the château; do not hesitate to ask us and we will show you the way. A château maintenance worker disinfects them several times a day. Similarly, door handles, switches, bannisters and surfaces are disinfected twice a day.

We ask you, once inside the château, to respect a safe distance of at least 1.5 m. from the person who welcomes and guides you on the experience. Children are welcome but are your responsibility and must respect the same rules. In case of rain, we recommend you bring your own umbrella, although we have some available if necessary. They will be disinfected after each use.

Château de la Créé

11 Rue Gaudin, 21590 Santenay
Téléphone : +33 (0)3 80 20 63 36

Internet : www.la-cree.com / E-mail : hospitality@lacree.fr

TVA FR 76 452 219 033 / SIRET 452 219 033 000 19



2. During the experiences*

During the experience, we strongly recommend wearing a mask when outside. Inside (in the cellars, chateau, shop, etc.) it is obligatory. You must keep a safe distance of 1.5 m from the person in charge of welcoming you to Château de la Créé. Instructions will be given before the start of each experience. When the weather permits, we prefer to conduct experiences, including tasting, in the open air.

Heritage or Château de la Créé Experience

We ask you to be particularly careful to keep the above-mentioned distance during these visits as the cellars are quite narrow.

Tasting will take place outdoors, weather permitting. We will not use a spittoon; as wine is a product of the earth, it is not forbidden to send it back there. If tasting is carried out indoors, we will provide a spittoon for each person, along with a bottle of water and a water glass each. You will be asked to come and get your glass of wine where the wine is served. Once you have taken it and sat down, the person in charge of your visit will come over to your table to lead the tasting. We request you to place your empty glasses on the tray provided for this purpose.

Picnic or Mâchon Bourguignon

Wearing a mask is obligatory indoors and recommended outdoors. Once you are sitting, please keep a safe distance from the person in charge of welcoming you. We will provide you with individual rubbish bags and will explain where to leave them when they are full.

Bike tours

For cycling experiences, a mask need not be worn **once** you are on the bike, but it is required indoors on your return to the chateau. Bikes are disinfected before and after each use. You will be asked to leave them in a specific place. Please keep a safe distance.

For tasting, we will be wearing masks and gloves. We will serve the wine first and we will ask you not to touch the glasses before your guide asks you to do so. If tasting takes place in the open air, no spittoon will be provided; as wine is a product of the earth, it is not forbidden to send it back there. This avoids passing round a spittoon.

**For any experience involving situations not covered above, specific instructions will be given to the participants on their arrival.*

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3. The Shop

Access to the shop is limited to 8 visitors so as to ensure a distance of 1.5 m between each one. A mask must be worn. We can provide you with one if necessary. We ask you not to touch the bottles. We will take your orders over the counter or directly in the tasting area. The laminated price lists are disinfected after each use. Likewise we disinfect our card payment terminal after each use.

You can have the wines delivered to your home or an address of your choice. For any takeaway order, we will take it to your car and load it. We can also leave it near your vehicle if you prefer.

4. Saying goodbye

Unfortunately no handshake, hug or embrace can take place. We will open the door to the shop and, as on your arrival, hand sanitiser will be available when you leave.

This procedure has been introduced in view of the current situation and may be modified according to future developments regarding **COVID-19**.

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