

COVID prevention measures

MOTEL CHUTE DES PÈRES
AUBERGE LA DILIGENCE

The preventive measures used in our establishment have been recommended by the National Institute of Public Health of Quebec (INSPQ). The recommendations apply to our customers but also to our staff.

Customer regulations

The commitment of our employees

FRONT DESK

- Hand disinfection station equipped with a hydro-alcoholic solution available to the customer upon entry.
- Contactless payments via the terminal are privileged.
- A distance of 2 meters must be kept between each individual at the reception.
- Wearing a mask is compulsory from July 18, 2020.
- Return the keys to the dish provided for the customer for disinfection.
- One guest per room can come to reception to avoid traffic.
- Hand disinfection is done between each customer served.
- Between each customer, we disinfect the reception area as well as the door handles.
- Reception counter fitted with a plexiglass panel to reduce the risk of contact.
- Limit cash payments and favor card payments.
- Disinfection of the key before handing it over to the customer.
- Between each shift, employees disinfect their entire workspace to avoid contact between everyone.

- The rooms on the ground floor with direct exterior access are prioritized to avoid the corridors for customers.

Customer regulations

The commitment of our employees

LA SALLE À MANGER

- The interior and exterior entrances are equipped with a hand disinfection station as soon as the customer enters.
- The tables that are offered to customers are placed at least two meters apart.
- Room service is offered during restaurant opening hours for contactless room delivery.
- Customers can pick up their order at the dining room service counter.
- Customers cannot sit more than one at a table. On the other hand, members of the same family can share the same table.
- Limit cash payments and favor contactless card payments.
- ☒ Each of the tables and chairs are cleaned after use as well as the objects that have had contact (salt shaker, pepper shaker, cabaret).
- All sachets (sugar, milk, cream, jam) will be handed over to customers as needed.
- Thorough cleaning of hands with soap and water between each service.
- No logs will be available during this period.
- The waitress will be fitted with a goggle visor and a mask for added protection.
- Between employee shift changes,
- service areas will be disinfected.

KITCHEN

For the employees in the kitchen, there will be continuity in the hygienic measures regulated by the MAPAQ. For example, regular hand washing, cleaning and sanitation of workspaces and wearing a net.

POLITIQUE DE L'ENTRETIEN MÉNAGER DES CHAMBRES

- If the customer sleeps more than one night at the hotel and he does not want the housekeeper to do the cleaning, he must put the “do not disturb” sign on the handle of his door interior. At the customer's request, it is possible to bring the requested equipment (towels, soap, coffee) to the customer's door.
- If the client wishes to maintain their room, we clean it with the same usual rigor, however, the attendant will not move clients' personal effects. So if the customer wants the vanity, desk top or bedside tables to be washed, they will need to put their things away.
- When the customer leaves, the housekeeper performs a complete cleaning and disinfection of the room, making sure that the interior and exterior door handles and switches are disinfected.
- If the customer wishes to maintain his room while remaining in the room, a minimum distance of 2 meters between the customer and the employee must be respected. Otherwise, the customer must leave the room while the attendant cleans.