



Château de la Créé Protection Protocol

Release 1.3, Updated on January 6th, 2021, enforceable from January 1st, 2021.

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 running outdoor activities as much as possible. As long as it is required by the sanitary situation, all experiences are exclusive with a maximum of six participants.

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. Wearing a mask is compulsory on Château de la Créé premises. 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 under 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, you must wear a mask. You must keep a safe distance of 1.5 m from the person in charge of welcoming you at 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.

Legacy 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.

Picnic or Mâchon Bourguignon (not available for the time being)

Bike tours (not available for the time being)

Côte de Beaune Discovery (not available for the time being)

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

3. The Shop

Access to the shop is limited to 6 visitors so as to ensure a distance of at least 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.

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**.

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@lacreecre.fr

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