



Dear visitors,

Your safety and that of our staff is our top priority. We have put in place a number of measures to ensure your visit is as safe and enjoyable as possible:

- Information on our protection plan in French, English and German
- Barriers such as plexiglass screens, floor markings and safety barriers
- Wearing face mask mandatory
- More regular cleaning and disinfecting of public and private spaces
- Access control and limitations

Please be aware of the Chillon Castle protection plan below.

## Protection Plan for Chillon Castle

*Update 5<sup>th</sup> August 2020*

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On the basis of the principles to protect workers' health and well-being set out by the Swiss Public Health Authority (OFSP) and the State Secretariat for Economic Affairs (SECO), the Swiss Museums Association (AMS) has developed a global protection plan specifically for the museum sector. Chillon Castle has designed its protection plan using the AMS plan as a foundation, along with guidance from the OFSP and the SECO, all while taking into consideration Chillon's specific needs (building, staff). The castle's protection plan is regularly updated in line with changes to restrictions issued by the authorities.

### General rules and measures in place on Chillon Castle premises

#### Hand washing

Hand sanitiser is available at the castle entrance, ticket office, castle shop and at the entrance to each section of the building: everyone must sanitise their hands before entering the building. Antibacterial hand wash is provided in the public toilets. The hand towels provided are single use and disposable.

#### Cleaning

Surfaces that are frequently touched are regularly disinfected. This includes Selecta button machines, door handles, banisters, counters, payment terminals, public toilets, lockers, tables, benches, etc.

#### Social distancing

Chillon Castle Foundation has taken all the necessary steps in waiting areas and areas with heavy footfall to ensure that people can keep at a safe distance of 1,5 metres from one another. This includes safety barriers, plexiglass screens and arrows along the visitor itinerary. Certain rooms are, unfortunately, closed to the public as it would be too difficult for people to safely pass through them.

#### Ticket office and visitor materials:

We recommend booking your tickets online and downloading your visitor materials:

- You can download our PDF visitor brochure (available in 17 languages) onto your phone or print it at home
- Our visitor app is available in 9 languages in the Apple Store or GooglePlay store

- You can also print the children's brochure at home

You can request these materials at the castle ticket office. Each document is single use. Audioguides are disinfected after each use.

The touchscreens are not in use. Instead, visitors can scan QR codes to watch the short films on their smartphones in French, English and German.

### **Entertainment and public events:**

#### Group visits and public events

- Visits to the castle must be facilitated as much as possible, ensuring a safe environment with no crowding. Hence, groups are now limited to 15 people (+ castle guide). A group must book in advance on our website [www.chillon.ch](http://www.chillon.ch) or per email [info@chillon.ch](mailto:info@chillon.ch). Furthermore, the group leader must provide a name, telephone number and list of the people on the tour. Each group must be accompanied by a castle guide for safety and security reasons and in order to manage the flow of people within the castle rooms. Guided tours come at an additional cost.
- Workshops, private birthday parties and wine-tasting tours are permitted as long as groups are kept to fewer than 15 people (+ castle guide) and a contact list is provided. Adults (aged 16+) are advised to wear face masks.
- Public events of more than 15 people are cancelled until the end of August 2020. Only guided or unaccompanied tours of the castle are authorised during opening hours.

### **Room hire, seminars, banquets and private events:**

- Private events are permitted, as long as they are held outside castle opening hours, and for a maximum of 300 people (including service providers: castle staff, catering staff, security, entertainment, etc.). The event organiser must also provide the Chillon Castle Foundation with a protection plan for the evening and a guestlist.

### **Shops:**

#### **Castle Shop:**

The shop is open during Chillon Castle opening hours. All hygiene and social distancing regulations applicable inside the castle also apply to the shop.

#### **Castle Bazaar:**

The Bazaar is closed until further notice.

#### **Café Byron:**

Café Byron is open during Chillon Castle opening hours. Café Byron adheres to the specific regulations stipulated by the Swiss Public Health Authority (OFSP) for bars and restaurants.