



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
- Mask, COVID certificate and valid ID required
- Access control and limitations

Please be aware of the Chillon Castle protection plan below.

## Protection Plan for Chillon Castle

*Update 2<sup>nd</sup> of December 2021*

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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

#### Access to the castle

According to the decision of the Federal Council, access to Chillon Castle will be limited from 13 September 2021 to persons in possession of a **valid COVID certificate and an identity document**. The following documents are valid for identity checks: identity card, passport, driving licence, residence permit. This measure applies from the age of 16. Children under 16 do not need a COVID certificate.

The **wearing of a mask** is once again compulsory from 2 December 2021 and applies from the age of 12.

#### 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**

With the use of the COVID certificate, the distance is no longer mandatory.

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

With the use of the COVID certificate, there are no longer any special restriction measures.

## **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:**

Opening hours of the Château de Chillon™. Café Byron complies with the specific guidelines for the bar and restaurant sector issued by the Federal Office of Public Health (FOPH).