



AUBERGE
DU JEU DE PAUME

Chantilly

Dear guests,

We are very delighted to welcome to the Auberge du Jeu de Paume Chantilly, Relais & Châteaux.

Our foremost priority is the health and the comfort of our guests and team members.

In order to ensure a most comfortable stay, your journey will be further tailored with precautionary hygiene protocols. We have developed specific protocols and reorganized our operations to welcome you in the best conditions.

Our engagements:

Our team members are being trained in enhanced cleaning routines, both within personal hygiene and new cleaning routines.

All our team members are required to wear face masks at all time.

Guests and employees are instructed to practice physical distancing by standing 1 meter away from other groups. Floor markings have been put into place.

Antibacterial hand-sanitizing stations have been placed throughout all areas of the hotel, with additional signage reminding everyone of important health and hygiene protocols.

We have increased the frequency of deep-cleaning and disinfecting all common areas and public spaces with an emphasis on high-touch surfaces.

In our restaurant Le Jardin d'Hiver, the placement of furniture has been rearranged to allow for increased spacing between the tables of 1 meter. The maximum number of guests per table is 6. We do require as well your contact details.

At the table while seated, guests are required to wear a face masks until the order arrives and in between orders. Face masks will also be required for guests, when leaving the table.

We would like to inform you that our Bar is closed.

We recommend to self park your car and carry your luggage to the room. Valet parking and luggage service is available upon request before arrival.

Temporarily we have suspended the turn down service.

We have limited housekeeping services in place during your stay in order to limit access to your room. Daily housekeeping service is upon request at front desk.



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We sincerely apologize that our Spa facilities such as pool, jacuzzi, steam bath, sauna and fitness remain closed until June 9, 2021.

To ensure compliance with local regulations, please note that our pool, jacuzzi, steam room, sauna and fitness will be unavailable until June 9, 2021.

However, we are pleased to inform you that our Spa treatments and massages are available by appointment.

We ask that you keep your mask or face covering on at all times in public areas of the hotel.

Service, smile and respect remain our priority during your stay with us.

We thank you so much for your understanding and cooperation.

We are looking forward to welcoming you.

Warm wishes from Chantilly