



Dear Guests:

Rest assured that we have a strict protocol in place to accommodate you in a safe and secure environment. Our self-serve check-in procedure, a trademark of Tremblant Elysium, gives you a direct, worry-free access to our residences. Your stay with us will take place without direct contact with our employees; our exchanges will be mainly by e-mails, text messages and phone calls.

All residences are cleaned with care, as we have always done. However, until further notice, we have adopted additional sanitary measures for the health and safety of our customers and employees.

- Where required by regulations, a 24-hour delay will be allowed between the departure and arrival of guests;
- All Tremblant Elysium employees must comply with the hygiene measures recommended by public health (hand-washing according to the recommended protocol, physical distancing, mandatory wearing of masks and gloves);
- All our employees' body temperature will be monitored daily upon their arrival;
- All housekeeping employees will wear masks, gloves and uniforms before entering one of our rental residences;
- All rooms will be aired for 20 minutes before cleaning begins;
- We use disinfectants recommended against COVID-19;
- Special attention will be paid to frequently touched or handled items (light switches, door handles, remote controls, etc.);
- All units will be provided with disinfectant spray for your convenience and safety.
- All employees have been trained to wear a mask or visor when interacting directly with a guest.

Furthermore, until further notice, we have modified our cancellation policies:

- You may modify your reservation at no charge or obtain a full refund in the event of a cancellation due to COVID-19 confinement.

In return, we urge all our guests to be part of the solution by respecting the sanitary measures to reduce the spread of COVID-19.