

Update on the coronavirus (COVID-19)

Here's what you need to know.

At Exit Chalets, the health and safety of our customers, owners and employees is our number one priority. We would like to inform you of the additional measures we are taking to protect everyone from the spread of the coronavirus (COVID-19).

The Exit Chalets taskforce

We have created a taskforce to actively monitor the spread of COVID-19. Our taskforce takes appropriate measures to ensure the safety of all customers, owners, employees and our properties.

Updated housekeeping standards

Between each stay at an Exit Chalets house properties, our professional housekeeping teams take additional precautions to limit the spread of the coronavirus. Our local cleaning and maintenance teams have implemented improved cleaning procedures, in accordance with the recommendations of the World Health Organization (WHO) and health and safety officials in all our regions.

Use of bleach

We are applying extensive cleaning measures for all properties and have increased our arsenal of cleaning and disinfecting products, including bleach cleaners. We have temporarily added bleach-based cleaning solution, bleach-based wipes and hand sanitizer to our housekeeping supplies to keep our employees and guests safe. We will do our best to keep everything in stock, as supplies are not guaranteed at this time.

Additional cleaning instructions

If a home is determined to have an exposed guest, our team will follow the guidelines of the Public Health Agency of Canada and WHO for cleaning and disinfecting the home. We will also follow the same guidelines for all necessary notifications and quarantine measures if necessary.

Customer reservations

Our vacation properties already minimize the need for person-to-person contact. For example, our homes are single-family, detached, and without common amenities. In addition, our homes are equipped with smart locks or key boxes, so customers can check in and out independently without interacting with staff.

How does Exit Chalets handle customer cancellation requests?

Our customer service team is ready to answer your questions and can be contacted at any time at [1 \(888\) 456-8745](tel:18884568745) or at info@exitchalets.com.

What happens if a customer staying in an Exit Chalets property happens to be infected?

If we are informed of an infected guest who must be quarantined in an Exit Chalets property, our team will work with this guest to extend their stay due to health complications. The following

guests will need to be moved to another property as soon as Exit Chalets becomes aware of the infected guest, as we will need to ensure that the client is taken care of and that the home is properly sanitized.

What should I do if I am exposed to the coronavirus during my stay?

Please contact Exit Chalets if you feel at risk at any time during your trip so that we can take the necessary precautions to protect future customers and our employees. Our customer service team can be reached at [1 \(888\) 456-8745](tel:18884568745) or by email at info@exitchalets.com.

Assistance aux propriétaires

Nous sommes ravis de répondre à toutes les questions supplémentaires que nos propriétaires pourraient avoir sur nos efforts pour lutter contre les coronavirus. Les propriétaires peuvent nous contacter au 514-893-4721 ou à nathalie@exitchalets.com. (Si vous êtes un invité, veuillez appeler le [1 \(888\) 456-8745](tel:18884568745) ou envoyer un courriel à info@exitchalets.com.)

Assistance to owners

We are happy to answer any additional questions our owners may have about our efforts to fight coronaviruses. Owners can contact us at 514-893-4721 or nathalie@exitchalets.com. (If you are a guest, please call [1 \(888\) 456-8745](tel:18884568745) or send an email to info@exitchalets.com.)

Safety recommendations

The best line of defense against coronavirus is to take steps not to get it. These are the most effective preventive measures that anyone can take:

Wash your hands frequently with soap.

Use a hand sanitizer if you don't have access to soap and water.

Avoid touching your face.

Avoid contact with sick people and stay at home and see a doctor if you feel sick.

Read the recommendations of the [Public Health Agency of Canada](#) for more information.

We continue to monitor this situation closely as it evolves. We will update this page when new information becomes available.