

Protection concept and safety measures against the expansion of the Covid-19 pandemic

In these challenging times, we want to ensure that you may spend your holidays in Arosa without any risks and created a protection and hygienic concept for the security of our guests and employees. These measures and safety precautions are conformable to the regulations, which are determined by the Swiss Department of Health. Due to changing developments in this pandemic, there may be short-term changes in these measures.

Despite all safety measures, there is always the possibility of being infected by the Covid-19 virus and we hereby disclaim liability. We also refuse financial reclaims, e.g. for restrictions in our offers.

If you travel from a foreign country, there is the possibility that Switzerland puts your land of origin on the list of risk areas with quarantine obligation. The same could happen when you travel back home and your land of origin demands quarantine for travellers from Switzerland. We offer our hotel's annulations cost insurance, which covers cancellations costs for hotel nights in these cases. The price for this insurance is 3% of the total price of your stay. If you have your own travel cancellation insurance, please inform about a possible insurance coverage by your insurance company.

In advance, we want to thank our guests for their understanding and the implementation of the safety measures. If you have any questions, we are, of course, always at your disposal.

PRÄTSCHLI ALPINE SPA HOTEL

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PRÄTSCHLI

Alpine Spa Hotel AROSA

PUBLIC AREAS AND GENERAL CODES OF BEHAVIOUR

- In the entire hotel's interior, there is a mandatory use of face masks. Also in our restaurants, our guests have to wear face masks until they are at their seats. Of course, all of our employees are wearing face masks as well.
- In all public areas (lobby at the entrance, hotel hall, bar, restaurants, bathrooms, smoker's lounge etc.), disinfectants are at your disposal. In general, we ask you to pay attention to thorough hand washing and to disinfect your hands whenever entering one of the public areas.
- In the entire hotel, our housekeeping staff have intensified the process of cleaning and disinfecting.
- If you enter our public bathrooms, please be informed that a maximum of 2 adults are allowed within the bathroom.
- Please do not use our lift together with other groups of guests.
- At the reception area we ensure, that there are always 2 employees at your disposal during peak times. We also ask our guests that only 2 different groups of guests are standing at the direct front desk area.
- If you wish, our porters bring your luggage in your room or pick it up from your room. Of course, our employees wear gloves and a mask.
- Please pay attention to a general minimum distance to other persons of 1.50 m.
- If you should be tested positive to Covid-19 within 2 weeks after your stay with us, you are obligated to inform us immediately.

SHUTTLE SERVICE WITH OUR HOTEL BUS

- As in public transport there is a mask obligation, we also ask our guests to wear a mask in our hotel bus. Of course, also our drivers wear masks as well as gloves.
- Please use the disinfectant before entering the hotel bus.
- If you do not have a mask of your own, we provide masks for you.

PRÄTSCHLI

Alpine Spa Hotel **AROSA**

BEHAVIOUR IN OUR RESTAURANTS AND IN OUR HOTEL BAR

- Please pay attention to the mandatory use of face masks in the entire hotel's interior. As soon as you have taken your seat you may take off the mask.
- Before entering one of our restaurants or the hotel bar, please use the provided disinfectants.
- In order to guarantee the minimums distance between several groups of guests, the tables also have a minimum distance of 1.50m.
- If bigger groups of guests want to have seats next to each other, please attend the orders of our employees, who will try their best to respond to your wishes.
- Before every walk to the breakfast buffet, please use the disinfectants. If you see that there are several people standing at the buffet, please wait a moment until you go.
- If you order room service, we will deliver the ordered food and drinks to the door of your hotel rooms. We only enter your room on request.

GUESTS' ROOMS

- Our housekeeping staff always wears masks and gloves.
- The cleaning of the rooms as well as the couverture in the evening is only happening during the guest's absence. If you want no cleaning service at all, please put the red sign in front of your door or inform our reception staff.
- The guests' rooms are being aired and disinfected every day.
- Please also use the disinfectants available in your room.

PRÄTSCHLI

Alpine Spa Hotel **AROSA**

ALPINE SPA / BEAUTY CENTER / FITNESS ROOM

- We kindly ask you to respect the mandatory use of face masks, also in our spa area. Inside the sauna, the pool or on the deck chairs and seats you may take off your mask.
- Before entering our Alpine Spa, our Beauty Center or our fitness room, please use the available disinfectants.
- Please pay attention to the maximum of persons in all areas and try to maintain the minimum distance to other persons.
- Our staff controls the quality and hygiene of water every day.
- After using the fitness devices, we ask all of our guests to disinfect them after using.

CLOSING WORDS

In order to run the hotel in a proper way, we plead with our guests to stick to all of the mentioned measures. The fiduciary duty to our guests and employees has highest priority to us and we keep you updated about possible adjustments and new measures. Please, keep yourself updated, too, by taking a regular look to our pin board, located vis-à-vis the entrance of our hotel bar.