

COVID-19 PROTECTIVE MEASURES

Dear hotel guests

We will be pleased to inform you about the hygiene measures taken.

For your personal safety and that of our employees, we have developed our protection concept based on the recommendation of HotellerieSuisse. These measures are among others:

- All employees have received long-term training on the respective protection concept for their area of activity.
- Before entering the hotel, each employee is questioned about the Covid-19 symptoms.
- All employees with closer contact with guests wear protective masks.
- Plexiglas panels have been installed at the reception area and bar.
- Hand sanitizers have been placed in all public areas.
- The hotel may only be entered by hotel guests and employees.
- In the entrance area, barriers and markings ensure that the minimum distances are observed.
- If desired, we offer the check out with the check in
- Contactless payment is guaranteed -
- All handles, operating buttons in the lift, railing, counter, etc. are disinfected thoroughly and at regular intervals.
- In the restaurant and in the garden the tables are disinfected and arranged according to the advises (2 meters)
- The welcome drink is not offered as usual as "self service" but is served at the bar in the lobby.
- The air conditioning in the house is centrally deactivated.
- The chambermaids work strictly with disposable gloves, which are used once per room. Protective masks are also worn.
- The room is not entered by us while the guest is in the room.
- Our care products "Rituals" are personally offered for selection at the reception and are not placed in the rooms as usual.
- If no room service is desired, we will respect this.
- Whenever possible, a room will not be occupied for at least 24 hours after departure.
- A room cleaning with professional disinfection is standard.
- Our kitchen staff work with protective masks and gloves whenever possible.
- Breakfast times are organised in shifts if necessary, so that the minimum distance is guaranteed and there is no unnecessary waiting time for the guest
- We can offer you our popular breakfast in the restaurant as a served buffet. In the garden we serve it "a la carte" to make it easier to keep the distance rules
- The lift may only be used by several people at the same time, if they are family members or if they are people from the same room.

STEINENSCHANZE STADTHOTEL

We kindly ask you to follow all hygienic rules exactly and to keep the social distance.

If you, as a guest, have experienced corona symptoms such as fever, cough, no sense of taste and/or aching limbs in the 10 days prior to your arrival, please contact your family doctor before your arrival.

We also ask you to inform us immediately if you experience symptoms that indicate COVID-19 within 48 hours after the check-out (acute inflammation of the respiratory tract, cough, sore throat, breathing difficulties, fever of 38° C or higher, muscle aches, sudden loss of smell) or if you test positive for the virus.

Our measures are continuously adapted to the recommendations and requirements of the Federal Office of Public Health (FOPH) and the cantonal guidelines.

STEINENSCHANZE Stadthotel

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