



SchlossHotel

ZERMATT

COVID-19 PROTECTION CONCEPT

*Clean & Safe*



## For your protection and wellbeing.

The health of our guests and employees is the number one priority for us, which is why, in line with our protection concept, we have implemented relevant measures in accordance with the specifications issued by the Federal Office of Public Health (FOPH) and with the support of HotellerieSuisse.

We kindly ask that you refrain from staying with us if you have experienced **symptoms of illness in the last few days** that are indicative of a respiratory disease. Please notify us if such symptoms of illness develop **during or after your stay**.

- The requirements may result in restrictions to our services and, in some areas, the number of people permitted entry is also limited.
- We are constantly adapting the protective measures to the changing requirements and recommendations, and our employees are being provided with regular training.
- We thoroughly clean and disinfect frequently used surfaces, objects and work material (e.g. door handles, lift buttons and light switches) in even more regular cycles than before. Our employees also wear protective masks to perform specific duties.

**Protective masks are obligatory throughout the whole hotel** as well as the distance and hygienic rules.

### Please take note of the following recommendations and the information on display.

1. Adhere to the **distancing requirement of 1.5 metres** between yourself and other guests, groups of guests and employees. This also applies to toilets, changing rooms, showers, and relaxation areas.
2. **Floor markings/barriers** have been introduced in critical areas. Partitions are in place in areas where the distancing regulation does not need to be complied with.
3. Try **not to use the lift** with other groups of guests.
4. Adhere to the **maximum number of people permitted entry** specified in the entrance areas of enclosed spaces (e.g. library, lounges, wellness areas, etc.) and follow the instructions of our staff. Please also observe the distancing guidelines here.
5. **Wash/disinfect your hands regularly**. Try to avoid touching **any foreign objects** as much as possible or disinfect your hands afterwards if you do.
6. You may only **eat and drink** in our bar and breakfast room if you are **seated at a table**. Ask our staff to seat you and observe the distancing regulations.
7. **Pay by card** (contactless if possible).

We would like to thank you for your understanding and cooperation and would be very happy to answer any questions you may have.