

Safety Guidelines at Suvretta House for Winter Season 2020/21

YOUR WELLBEING IS OUR PERSONAL CONCERN

To the current status of information of Friday, 16th October 2020

Dear guests

In order to make your holidays as pleasant as possible, we have developed a security concept to limit possible risks preventively and at the same time to guarantee the best possible service. The corresponding hygiene measures are based on the defined specifications by the Swiss Federal Office of Public Health (BAG) & HotellerieSuisse and are therefore constantly updated and always adapted to the latest regulations. We are also in close contact with our local doctor Dr. Andri Schläpfer and the health authorities from the canton of Graubünden.

Important: News by the Government of the Canton Grisons by Saturday, 17th October 2020

From Saturday, 17th October 2020 06.00 am, it is mandatory to wear masks (except children under 12 years) in following institutions within the Canton Grisons:

- a. Shops
- b. Shopping Centers
- c. Post offices
- d. Museums
- e. Theaters
- f. Administrative Buildings
- g. Churches
- h. Cinemas
- i. Railway Stations (platforms and subways)
- j. Libraries
- k. Hotels
- l. Restaurants, Bars, Clubs, Discos

Therefore, you must wear masks within all areas of the Hotels except the Swimming Pool, Steamrooms, Sauna & Gym. In the Restaurants and Bars you are allowed to take the masks off only when being seated. It is mandatory to be seated in the Restaurants and Bars.

An extract of our general regulations:

- **In order to guarantee the wellbeing of our guests as usual, we have decided to limit the number of rooms for this season.**
- All our employees are trained in the latest guidelines for each department.
- Facilities such as Reception, Concierge Desk and Spa Reception are equipped with protective glass. **This ensures that our guests receive the personal attention they are accustomed to.**
- Protective clothing such as masks and gloves are worn by our staff where appropriate and in accordance with state regulations.
- All contact points such as door handles, push buttons, light switches etc. are frequently disinfected and carefully cleaned. The same applies to our transport vehicles.
- Protective masks, gloves and disinfectants are available on request.
- Contactless disinfectant dispensers are positioned in all public areas.
- Floor markings will help you to maintain the safety distance.

Our restaurants:

- **In the Restaurants & Bars and Halls you are allowed to take the masks off only when being seated.**
- **It is mandatory to be seated in the Restaurants and Bars.**
- **Enjoy our breakfast buffet and lunch on the sun terrace & Suvretta Stube with a specially defined safety concept.**
- The four course half-board menu and a delicious A la carte offer from our Executive Chef Fabrizio Zanetti (16 points Gault Millau) will be served for dinner at the Suvretta Stube.
- Due to the current situation the Grand Restaurant will not be open for summer and autumn.
- **Dining in Privacy:** Enjoy our in room dining in private atmosphere.
- **Our popular mountain restaurants Chasellas and Trutz are open until the end of the season and we are looking forward to your visit in the soothing mountain air.**
- Our Food & Beverage menus can be easily viewed in all establishments using QR codes on your smartphone or tablet.

Our Sports & Pleasure Club:

- **The facilities are exclusively reserved for our in-house guests and club members and can be used normally, subject to the minimum distance.**
- **It is not obligatory to wear mask in the Swimming Pool, Steamrooms, Sauna & Gym.**
- Signs define the permitted number of guests in the respective wellness area.
- **During spa treatments, the guests and staff must wear masks.**
- The tennis courts are available, private lessons with our tennis instructor can be booked as usual.

The Suvretta House Kindergarten & Kiddy Club:

- The Suvretta House Kindergarten & Kiddy Club is open for your loved ones as usual.
- Our children supervisor pays attention to the hygiene measures.
- Children under 12 years are not affected by the obligation to wear masks

For the best possible protection and service, we kindly ask you to use our services:

- If you have specific Corona symptoms before arrival, you must consult your doctor.
- Due to current regulations, table reservation for dinner is mandatory for internal & external guests.
- At the moment following seatings are offered:
Seating 1 at 6.30 pm
Seating 2 at 8.30 pm
- **For breakfast and lunch no table reservation is necessary.**

We are looking forward to seeing you again soon and wish you good health

Esther & Peter Egli, General Managers



with the Suvretta House Team