

## Safety Guidelines at Suvretta House for Winter Season 2020/21

### YOUR WELLBEING IS OUR PERSONAL CONCERN

**To the current status of information of Thursday, 25<sup>th</sup> March 2021**

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**

**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 Hotel 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 the lobby you are allowed to take the masks off only when being seated.**
- **It is mandatory to be seated in the Restaurants and Bars.**
- **You can find our breakfast buffet at the Salon Vert and enjoy it in the Salon Venise and the Grand Restaurant.**
- **There is a specially defined safety concept for the breakfast buffet. Masks must be worn and hands must be disinfected each time you access the buffet area.**
- **The Suvretta Stube is open daily for lunch and dinner.**
- **4 guests per table maximum (except family from one household).**
- **All Restaurants and Bars are closed from 11 pm onwards.**
- **The Grand Restaurant will remain closed until the end of the winter season 2020/2021.**
- In the closing period of the Grand Restaurant, guests will be able to enjoy the half-board menu or choose from a delicious à la carte offering by our Executive Chef Fabrizio Zanetti (16 points Gault Millau) at the Suvretta Stube.
- **Following seating times are offered for dinner at the Suvretta Stube:**

Seating 1	6.00 pm
Seating 2	8.30 pm
- **Due to current regulations, table reservations for dinner are mandatory for internal & external guests.**
- **For breakfast and lunch no table reservations are necessary.**
- **Dining in Privacy:** Enjoy from our in room dining menu in private atmosphere.
- **Our mountain restaurants Chasellas and Trutz unfortunately remain closed during winter 2021.**

- 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 mandatory to wear mask in the Swimming Pool, Steam rooms, Sauna & Gym. Should it not be possible to have 1.5 meter distance at the Gym, mask wearing is mandatory.**
- Signs define the permitted number of guests in the respective steam room area.
- **During spa treatments, the guests and staff must wear masks.**

#### **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.
- During check-in, guests will have their temperature measured.
- In case of high temperature, guests must remain isolated in their room, if they are travelling with a family the accompanying family members too.
- Guests have to get Covid-19 tested at the doctors surgery. Payable for by the guests itself.
- Guests who are being tested Covid-19 positive, must remain in isolation and be symptom-free for 48 hours; at least 10 days from the start of having symptoms.
- Close family members who are negative must also remain in quarantine.
- If the test proofs negative, the guest can enjoy all hotel facilities.

*Esther & Peter Egli*

Esther & Peter Egli, General Managers  
with the Suvretta House Team