



GSTAAD PALACE
SWITZERLAND

COVID-19 Health & Safety Regulations

Valued Palace Guests

The personal touch and high level of service we provide are among the things that normally make your stay at the Palace so special. Your health and that of our staff are of paramount importance to us. For this reason, based on the guidelines provided by the Swiss Federal Office of Public Health (BAG), we have developed a set of health and safety regulations. In the event of guests not adhering to the following measures, we reserve the right to refuse entry and/or to ask the guests to leave. The health regulations apply to all people without exception, without differentiation as to health, vaccination or certification status.

Thank you for your understanding and cooperation with the measures detailed below.

Hotel & Spa

- ✓ The Gstaad Palace and all its areas are available to both hotel guests as well as external guests, subject to the applicable health concept.
- ✓ All rooms will be cleaned prior to arrival with an Ozone / UV device, which effectively eliminates all bacteria and viruses.
- ✓ Inside the entire hotel, all guests are required to wear a face mask in public areas. The face mask may be removed when seated at a table. On request, the hotel will gladly provide masks. In all outdoor-areas, you may remove the mask.
- ✓ Our staff will be wearing face masks and are trained in the latest hygiene measures.
- ✓ Switzerland keeps a list of all higher-risk countries. Please observe the information regarding arrival from an affected higher-risk area: www.bag.admin.ch or <https://www.sem.admin.ch/sem/en/home.html>
- ✓ We recommend the following link for further information on entering Switzerland: <https://travelcheck.admin.ch/home>
- ✓ Please note that for safety reasons we're unable to provide any facilities for undergoing quarantine, should this be required.
- ✓ Please always use the provided hand sanitizing solution before entering the hotel, bars and restaurants, as well as the Spa.
- ✓ Should you develop any cold symptoms during your stay, please inform our concierge and avoid all public areas. Our team will help you to arrange a doctor's visit.
- ✓ Please maintain a distance of at least 1.5 meters between other hotel guests at all times.
- ✓ We regularly and systematically disinfect all surfaces in the hotel. Please do not use your own disinfectant on furniture and other delicate materials such as wood, leather or similar.
- ✓ Please read the [General Terms and Conditions](#) for further information.

Restaurants & Bars

- ✓ Inside the entire hotel, for registration & check-in purposes, we ask you to download the ["Mindful App"](#). According to the Government guidelines, it is mandatory to collect guests' contact details throughout Switzerland. The same procedure is required in the Palace Spa.
- ✓ Inside all gastronomic venues, we ask you to take your seat quickly. We're not permitted to serve you at the bar or whilst standing. You may remove your face mask while seated.
- ✓ We are maintaining a distance of 1.5 meters between tables in all areas of the hotel.
- ✓ The "GreenGo" Club will unfortunately remain closed during this summer season.