



GSTAAD PALACE  
SWITZERLAND

## COVID-19 Safety Concept

Dear Guests,

The human touch, a high level of service and the absence of complicated rules are the key ingredients that usually make your stay at the Palace so special. Unfortunately, the current situation with regards to Coronavirus requires us to implement some adjustments and restrictions in our hotel. Your health and the health of our employees are our first priority. We have therefore established the following rules, based on guidelines issued by the Swiss Federal Office of Public Health. Our members of staff have received training in the latest hygiene measures and we kindly ask for your cooperation and understanding.

### Arrival

- ✓ If you are experiencing any symptoms, such as a dry cough or fever at the time of Check-In, we unfortunately cannot honor your booking and you may cancel your reservation free of charge.
- ✓ At all times, please use the hand sanitizer available at the main entrance prior to entering the hotel.
- ✓ The valet parking service is available for resident guests, only. Kindly inform us upon Check-In should you prefer to park your vehicle by yourself.
- ✓ Swiss Government recently issued a list of “Risk Countries”. For further information, kindly use the following website: [www.bag.admin.ch](http://www.bag.admin.ch). Every traveler who visited those countries 14 days prior arriving in Switzerland has to Self-Quarantine for 10 days. Please note that for safety reasons we do not offer any facilities on our premises to Self-Quarantine. If you are affected by this regulation, we allow you to cancel your reservation free of charge.

### Hotel

- ✓ Please frequently use the hand sanitizers, which are available throughout the entire hotel.
- ✓ Always maintain a distance of at least 1.5m between you and any other person in the hotel.
- ✓ Please refrain from mingling with other guests.
- ✓ Our staff will wear gloves and/or masks where appropriate and if they personally wish to.
- ✓ The wearing of gloves and masks in the hotel is not mandatory, but please feel free to use them. The hotel is happy to provide the respective equipment.
- ✓ Please rest assured that we will do our very best to disinfect all surfaces throughout the hotel. We kindly ask you not to use your own disinfectant on hotel furniture and sensitive materials such as wood, leather or any fabrics.
- ✓ If you develop cold symptoms while staying with us, please inform our concierge and avoid any public areas immediately. Our team will help you to arrange a doctor’s visit.
- ✓ The “GreenGo” will remain closed this summer. Our resident DJ “Jim Le Blanc” will entertain you with his beats at the outdoor pool from Thursday to Saturday.



GSTAAD PALACE  
SWITZERLAND

## COVID-19 Safety Concept

### Culinary

- ✓ We have implemented measures to maintain a 1.5m distance between tables.
- ✓ Kindly disinfect your hands before entering any bar or restaurant in the hotel.
- ✓ The format of the breakfast buffet has been altered, it will not be self-service and our staff members will instead serve you. In addition, we are not offering buffets for lunch or dinner.

### SPA

- ✓ We kindly ask our hotel guests to change in their rooms.
- ✓ The Olympic-size outdoor pool is open to hotel guests and the public.
- ✓ Please respect social distancing rules.
- ✓ Our therapists will wear masks during treatments.

Dear guests, please rest assured that although the aforementioned measures may slightly influence your stay at the Gstaad Palace, we will remain loyal to our history, values and service principles to ensure your visit will be as memorable as always. We thank you in advance and wish you a pleasant stay.

The above guidelines may be adapted at any time by the hotel management.  
Version: August 3<sup>rd</sup>, 2020