



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.

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

Hotel

- ✓ For the very first time in its 108 years history, Gstaad Palace in its entirety will only be accessible to resident guests.
- ✓ All rooms will be cleaned prior to arrival with an Ozone / UV device, which effectively eliminates all bacteria and viruses.
- ✓ All guests are required to wear a face mask in public areas. The face mask may be removed when seated at a table or during a spa treatment. On request, the hotel will gladly provide masks.
- ✓ Our staff will be wearing face masks and are trained in the latest hygiene measures.
- ✓ The Swiss Federal Office of Public Health keeps a list of all higher-risk countries. Please observe the information regarding arrival from an affected higher-risk area, which is available at: www.bag.admin.ch
- ✓ Please note that for safety reasons we're unable to provide any facilities for undergoing quarantine, should this be required.
- ✓ The valet parking service is available. Please note that we will not be disinfecting your car before or after parking it.
- ✓ 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

- ✓ For registration & check-in purposes, we ask you to download the "[Mindful App](#)". In compliance with Swiss Government guidelines, it is mandatory for one guest per table to check-in with this app while every visit of our restaurants and bars. The same procedure is requested at the SPA.
- ✓ The maximum capacity per table is set to 4 people. This does not apply to families with children, living in the same household.
- ✓ In all gastronomic venues, we ask that you take your seat as quickly as possible. 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 winter season.

Palace Spa

- ✓ The Palace Spa can only be used by resident guests.
- ✓ We kindly ask our hotel guests to change in their rooms.
- ✓ For registration purposes, we exceptionally request you to carry your mobile device at all times.