



GSTAAD PALACE  
SWITZERLAND

## COVID-19 Health Concept

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 we have developed a set of principles of conduct, based on the guidelines provided by the Swiss Federal Office of Public Health (BAG).

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

### Hotel

- ✓ All guests are required to wear a face mask outside their hotel room. The face mask may be removed when seated at a table or during a spa treatment. In the event of guests not adhering to this measure, we reserve the right to refuse entry and/or to ask the guests to leave. The hotel will gladly provide masks.
- ✓ Our staff working in the public areas of the hotel 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](http://www.bag.admin.ch)
- ✓ Please note that for reasons of safety we are unable to provide any facilities for undergoing quarantine, should this be required.
- ✓ The valet parking service is only available to hotel guests. Please note that we will not be disinfecting your car before or after parking it.
- ✓ Please always use the hand sanitizing solution provided 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 metres to other persons in the hotel at all times.
- ✓ We regularly and systematically disinfect all surfaces in the hotel.  
Please do not use your own disinfectant for furniture and delicate materials such as wood, leather or similar.
- ✓ Importantly, please read the [General Terms and Conditions](#) for further information.

### Catering

- ✓ All bars and restaurants are open as usual and we are maintaining the 1.5 metre distance between tables.
- ✓ In all bars, lounges and restaurants, we ask that you take a seat without delay.  
We are not permitted to serve you at the bar or while standing. You may remove your face mask while seated.
- ✓ We have adapted the breakfast buffet: Self-service is no longer possible, our staff will be happy to serve you at the buffet.
- ✓ We are not offering buffets for lunch and evening meals.
- ✓ The "GreenGo" Club will unfortunately remain closed this winter season.

### Palace Spa

- ✓ We kindly ask our hotel guests to get changed in their room.
- ✓ Please adhere to the social distancing concept.
- ✓ Our therapists will be wearing face masks.