

October 2020

Dear guests

Your health and that of our employees are important to us. To protect them, we have developed a concept that allows us to reopen our Gstaaderhof for you, our guests, in accordance with the recommendations of the Federal Office of Public Health (FOPH) and the cantonal guidelines.

Furthermore, it is important to us that you start your journey to our hotel with a secure feeling and that you can enjoy a relaxing stay.

We will make some processes a little differently than you are used to and thank you in advance for your understanding.

Should we not have conclusively answered your questions in the following, we will be happy to assist you personally.

### **General**

From October 12, 2020, it is mandatory to wear a mask in the public areas of our house. The mask can only be removed in your hotel room, at your table in our restaurants and bar as well as in the wellness area (except massage). Every time you move around the house you have to put it on. In the public areas (reception, restaurant, entrance etc.) there are dispensers for hand disinfection at your disposal.

Our executive housekeeper, Alda and her maids ensure regular cleaning and disinfection of these areas (especially toilets, handrails, door handles ...).

On the day of arrival and departure, we still offer transport to and from the Gstaad train station. We will also take you on excursions such as our Gstaaderhof picnic or as part of our guided hiking weeks with our hotel buses. Again, the mask must be worn.

### **Distances**

We keep the lawfully required minimum distance of 1.5 meters whenever possible.

We also kindly ask you to always respect this. Where it is not possible, such as during the dinner service at the table, the duration of the exposition is kept as short as possible.

### **Housekeeping**

We clean your room every day as usual between 8.30 a.m. and 4.30 p.m. If you do not want this under certain circumstances, please let us know upon arrival. The "Please clean" or "Please do not disturb" sign indicates whether we may enter your room. As long as you are in your room, we will not enter it. Thank you for your assistance.

## **Restaurant Müli**

Our Chef de Service, Yassir and his team are there for you at any time in our restaurant.

### Breakfast

We mainly offer our breakfast at the buffet. A hand disinfection dispenser is available at the buffet. Please remember to put on the mask when you get up from the table and keep your distance from other guests while you help yourself at the buffet. Hot drinks and juices as well as egg dishes are served directly from our kitchen. Our employees will explain the adjusted concept to you on spot. If you do not feel comfortable at our buffet, please inform us so that we can find an individual solution for you.

Since we want to adhere to the requirements, there may be waiting times during “rush hour”. We apologize for that.

### Lunch and dinner

We have decided to also open our restaurant to external guests at lunchtime for a lunch menu and in the evening to eat à la carte.

As part of the half-board arrangement, we serve our market menus as usual. We must withhold the salad buffet until further notice. Alternatively, of course, we offer you seasonal leaf salads and fresh mixed salads straight from the kitchen.

Menus, wine lists and cruets are disinfected after use to protect health.

In order to keep the necessary distance, we will refrain from occupying all tables. To be able to use almost all popular window tables, we put in partitions for you on some tables.

If you have any needs or wishes in this context, please let us know.

### Afternoon

In the afternoon we serve drinks and a homemade cake or a crunchy salad. Otherwise our kitchen will be closed between 2 p.m. and 6 p.m.

## **Reception**

Our reception team is happy to be there for you. The statutory provisions also apply here. To be able to meet these as best as possible, we have adapted our processes.

### Arrival

We welcome you at our reception and accompany you to check-in directly in our hotel lobby. Here you can first relax. We will then explain everything that is important and worth knowing for your stay. We are also happy to give you tips and recommendations at that time.

As soon as you are ready, you may go to your room. As an exception, we will not accompany you to the room until further notice. Your room key was thoroughly disinfected before arrival.

### Stay

If you have any concerns or questions during your stay, our staff will be happy to help. We ask you to keep the necessary distance.

### Departure

Unfortunately, the time usually goes by quickly and it is time to say goodbye again.

You can settle your bill at our reception as usual.

Here, too, we apologize if there are waiting times during “rush hour”. If there are already guests at the reception, we will be grateful if you take a seat in the lobby for a moment.

**Mini bar**

We will provide you with a bottle of sparkling and a bottle of still mineral water per person and stay free of charge in your minibar. On request and at an additional cost, we can refill the products in the Mini Bar for you.

We take the liberty to charge the nut mixes as usual.

**Wellness area**

Our small but nice wellness area is open for you from 4 p.m. to 9 p.m. We are grateful if no more than 6 people are in this area at the same time.

**Massages**

Our masseuse, Bang-On, offers massages as usual in our Baan Sabai. She works with a mask. As a connoisseur, you also need to wear a mask during the treatment.

Your Konstanze & Christof Huber  
with the whole Gstaaderhof team