



GSTAADERHOF

ACTIVE & RELAX HOTEL

December 2021

Dear guests

Your health as well as that of our employees is very crucial to us. It is important to us that you start your journey with feeling safe and can therefore enjoy a relaxing stay.

Some procedures have been put in place, a little different than those you are used to. We thank you in advance for your understanding. If we there are questions remaining after reading the following, we would be happy to help you further personally.

General

Masks are compulsory in the public areas of our hotel. The masks can only be removed in your hotel room, once sitting at your table in our restaurants at the bar, as well as in the wellness area (2G+). You must put it on whenever you walk around the hotel. In the public areas (reception, restaurant, entrance, etc.) there are dispensers available for you to disinfect your hands. Our executive housekeeper, Tania, together with the maids, will take care of the regular cleaning and disinfection of these areas (especially the restrooms, handrails, door handles...).

Upon arrival, we will check the validity of your COVID certificate in view of your visit to the restaurant for the entire duration of your stay.

On the day of arrival and departure, we still offer the transport to and from the Gstaad train station. Regarding the shuttle to the ski slopes in Gstaad, we also offer to drive you with our hotel buses. Here, too, the masks must be worn.

Room cleaning

We will clean your room daily between 8.30 am and 4.30 pm in the usual manner. If you do not wish this under the given circumstances, please let us know upon arrival. The "Please clean" or "Do not disturb" sign tells us if we may enter your room.

Breakfast

We offer our breakfast in buffet form for as long as will be possible. We still fill most of the dishes in small portions for you as usual. The hot drinks and juices as well as the fresh egg dishes are served directly from our kitchen.

There are dispensers to disinfect your hands in the breakfast room. Please remember to put on your mask when you get up from your seat and keep your distance from other guests while you help yourself to the buffet. If you have any questions or cannot find something, please do not hesitate to ask our staff.

Reception

Our Chef de Réception, Esther and her team are at your disposal. On the day of your arrival, they will welcome you at our reception and accompany you directly to our hotel lobby for check-in. Here you can settle down. We will then explain everything important and worth knowing for your stay. We would also be happy to give you tips and recommendations at this stage.

As soon as you are ready, you may go to your room. Exceptionally, we will not accompany you until further notice. Your room key has been thoroughly disinfected before your arrival.

If you have any concerns or questions during your stay, our staff will of course be at your disposal.

Unfortunately, time usually passes quickly, and it will be time to say "goodbye" again.

You can then settle your bill as usual at our reception.

Here too, we apologise if there is any waiting time during "rush hours". If there are already guests at the reception, we would be grateful if you could take a seat in the lobby for a moment.



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Room Service

You will find the room service times in the guest folder in your room. For the menu, please ask at the reception.

Wellness area

Our small but fine wellness area is open for you from 3 pm to 9 pm. As no mask can be worn here, the 2G+ rule applies. We kindly ask you to first come to the reception so that we can check your certificate again. With valid proof, you have access to the facility.

However, in order not to deprive you of a visit without a 2G+ certificate, you currently have the option of using the area privately (before 3 pm) for 2 hours. We kindly ask you to check availability in advance at the reception and to register.

Massages

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

Yours Konstanze & Christof Huber
with the whole Gstaaderhof team