

Welcome to PRIVÀ Alpine Lodge. We hope you will have a pleasant stay with us.

Your health and the health of our employees are our top priority. For this reason, we have implemented appropriate measures in accordance with the guidelines of the Swiss Federal Office of Public Health and with the help of HotellerieSuisse in line with our protection concept.

If you have experienced symptoms of a respiratory illness in the last few days, we kindly ask you to refrain from staying with us. If during your stay, you or your travelling companions experience any fever (38.5 degrees Celsius) and/or respiratory problems, please stay in your accommodation and telephone the reception on 11006 or +41 81 382 06 06. We advise you to take an online test (corona123.ch) to analyse the symptoms and to decide afterwards if you need to be medically examined.

Public areas

- In all closed spaces, masks are compulsory.
- In all public areas we provide you with disinfectants. Please use the disinfectants every time when entering the public areas.
- We kindly ask you not to use lifts together with other guests and to keep a distance of at least 1.5 metres from other people or groups.
- We are redesigning our public areas to allow the necessary minimum distance for all our guests. We kindly ask you to respect the distance rules and to wear a mask in all public areas of the resort.
- We ensure regular and sufficient air exchange in various areas and rooms.

In-between cleanings

- Our housekeeping team will only enter your flat for possible booked in-between cleanings when you are not present.
- If you wish to cancel the in-between cleaning, please contact the reception on 11006 or +41 81 382 06 06.

Check-in/Check-out

- For everyone's comfort, as well as acoustic audibility, our reception team is happy to welcome one person per family or group at the check-in or check-out.
- To avoid rush hours, we already offer you the possibility to settle your bill from 11 am on the day before your departure. We kindly ask you to hand back your key cards at the reception by 11 a.m. on the day of departure.
- If you are 2G +, you can pick up a PRIVÀ wristband at the reception. By showing this wristband, you do not have to show your certificate in the Gastronomie and in the pool area. The pool area can only be entered with the wristband.

Gastronomia

- Reserve your table conveniently online at priva.guestservices.ch
- The 2G rule applies to consumption indoors in the Gastronomie. This means you are fully vaccinated or recovered. Please take your certificate and a valid ID document with you, or you can show a PRIVÀ wristband.
- Please wait in the entrance area, disinfect your hands and let us escort you to your table.
- Masks are compulsory in all enclosed rooms. You may remove your protective mask as soon as you are seated.
- Please book your consumptions to your room and settle your bill at check-out.

Kids Club

- Masks are compulsory. Children up to 12 years of age are exempted from the mask regulation. For children there is no minimum distance to keep.
- Adults are requested not to enter the room.
- The toys are cleaned regularly.

We wish you a pleasant stay and are pleased to have you as our guest!

With kindest regards

Your healthy PRIVÀ-Team