



COVID-19 / PROTECTIVE MEASURES

WINTER SEASON 2020-21

December 4th, to April 11th

We are already looking forward to seeing you again despite the special circumstances. To assure you the maximum security during your stay, here are the different measures that have been put in place for this winter.

YOUR ARRIVAL

- If you should experience any symptoms related to Covid, please inform us, and change the dates of your stay
- If you have booked a transfer from Sierre station, our driver will provide you with a protective mask. The number of people, including the driver, will be limited to 6 people instead of 9
- Unfortunately, we will not be able to shake your hand upon arrival and you will find disinfectant gel at the hotel entrance and at the reception desk
- To facilitate and speed up the registration procedures you will receive a link by e-mail a few days before your arrival allowing you to provide us with your personal data such as your address, date of birth and identity document number that we need to collect for the authorities

YOUR ROOM

- Our staff has been trained to meet the more stringent hygiene requirements and will use hospital grade disinfectant for all contact areas such as door handles, cabinets, and sanitary facilities
- At the reception desk, we can provide you with protective masks during your stay if you wish to wear one

RESTAURATION

- The restaurants close at 10 pm. Drinks and food can only be taken seated. Wearing a mask is mandatory when not seating.
- The number of tables in the restaurants and lounges has been reduced in order to respect the rules of distance, also on the terrace. Maximum 4 persons can seat at the same table excepted for families with children living in the same house.
- Hand sanitizer is available at the entrance of every restaurant and lounge



- The tables and chairs are systematically disinfected after each client
- Breakfast will be served as a buffet, but a large part of the offer will be packaged and portioned. If you wish, our staff will serve you at the table. Wearing a mask and a glove is mandatory at the buffet.
- For dinner, as the number of tables is limited, we would be grateful if you could make a reservation before your arrival and if you have booked the half-board arrangement, please let us know what time you would like to have dinner. Two service time are available whether at 18h45 or at 20h30.
- Floor markings will remind you of the distances to maintain if you must wait before we accompany you to your table
- In the kitchen, the team has been specially trained to meet all hygiene requirements

WELLNESS AREA

- The number of people in the Spa is limited. So you can book timeslot of 60 minutes at the reception.
- Wearing a mask is mandatory when moving around.
- The number of people in the hammam and sauna is limited as in the swimming pool. We thank you in advance for respecting the information you will find there
- The offer of cold drinks has been discontinued in the spa area. However, you will still be able to prepare your infusion thanks to the Samovar
- Chairs and loungers have also been spaced to respect distances both indoors and outdoors
- For massages and treatments, our staff will wear a mask and will offer you one if you wish

MISCELLANEOUS

- In public areas, toilets, door, and lift handles are frequently disinfected by our employees
- All our employees have undergone special training to meet all hygiene requirements
- If you should experience symptoms of Covid during your stay, please stay in your room and contact the reception. We will then put you in touch with the Anniviers medical centre in Vissoie