

## **Protective measures and information about Covid-19 for your stay at the BelArosa Hotel**

We are very pleased to welcome you to the BelArosa Hotel.

The current situation with the coronavirus requires a few restrictions and adjustments. Our protection concept ensures that we can all enjoy the wonderful autumn in Arosa and return to everyday life strengthened.

As well at BelArosa Hotel, **all guests over 16 years** staying with us must be in possession of a valid **2G-Covid certificate**. Thank you very much for your cooperation and understanding!

### **General**

- We consistently follow the instructions of the BAG "This is how we protect ourselves". Regular hand washing, renouncing body contact and sneezing in a handkerchief or the crook of your arm are a matter of course.
- Wearing a mask is mandatory for hotel guests as well as for employees. Guests are allowed to take off their masks after sitting down at a table. While eating / drinking, guests need to remain seated.
- We also ask you to wash / disinfect your hands regularly. Disinfectants are available for you at various locations.
- A distance of 1.5 meters is always maintained in all public hotel areas among guests and employees.
- Crowds must be avoided. In the restaurant, at the bar and in the wellness area, we ensure that there is enough space. We count on our guests that these distance rules are observed.
- The elevator may only be used by guests traveling together.
- The cleaning intensity has been increased in all hotel areas.
- The daily turn down service in the evening is not due to the current situation offered. If you still want this, please let us know.
- The room cards are disinfected before they are handed over to the guest.
- At the front desk, plexiglass panels facilitate communication between guests and employees.

### **Mask requirement**

- Please note that it is compulsory to wear a mouth and nose protection in all public transport, in mountain railways and cable cars as well as in all publicly accessible indoor areas such as shopping centers, shops, churches, train stations. In catering establishments such as bars, restaurants and hotels, a valid certificate is mandatory. Guests are allowed to take off their masks after sitting down at a table.

### **Breakfast**

- The open buffet station in the breakfast restaurant is adjusted during this time. There is personal cutlery on the breakfast tables. We ask you not to go to the breakfast buffet until the group of guests returns to the table in front of you. If you wish, we will be happy to serve you breakfast at your table.

### **Wellness**

- Cosmetic treatments and massages can be booked. Our Wellness employees work based on the "protection concept for companies with personal services with physical contact under Covid-19".
- The bath and sauna area is open to our hotel guests without limitation. However, we ask our guests to continue to take care of each other.
- External guests are currently not allowed in our adventure pool or the Sauna area so that there is enough space for our hotel guests.

### **Arosa Bergbahnen (mountain railways)**

In all mountain railways (gondola lifts, aerial tramways, chairlifts), in all rooms of the mountain railways as well there is an obligation to wear a face. You can find more information about the Arosa Bergbahnen protection concept [here](#).

**We ask you, dear guests, to show us your covid certificate as well as a valid ID at your personal check-in with us.**

### **Cancellation policy**

Our cancellation conditions also apply during times of the coronavirus.  
Because - everything has its rules.

*Please note that cancellations must be communicated in writing by email or letter.  
Cancellations by telephone are not possible.*

#### **For direct bookings (phone, email or via our website)**

up to 15 days prior to arrival	free of charge
up to 8 days prior to arrival	50% of the booked arrangement
less than 8 days prior to arrival, late arrival & early departure	100% of the booked arrangement

#### **For group bookings of 5 rooms or more as well as bookings over Christmas / New Year and during the high season in February, the following cancellation conditions apply:**

up to 30 days prior to arrival	free of charge
up to 15 days prior to arrival	50% of the booked arrangement
less than 15 days prior to arrival, late arrival & early departure	100% of the booked arrangement

#### **For all online booking platforms**

up to 30 days prior to arrival	free of charge
less than 30 days prior to arrival, late arrival & early departure	100% of the booked arrangement

Arrangements that can be resold for at least the same price will not be billed. For external services that we organize for our guests, we have to charge 100% compensation from the booking confirmation (e.g. humor festival tickets).

We recommend to have a **travel cancellation insurance** when booking a stay. This may assume the cancellation costs.

*Arosa, 18<sup>th</sup> December 2021 / This protection concept is continuously updated in the event of new requirements at federal or cantonal level.*