

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 winter in Arosa and return to everyday life strengthened.

Thank you very much for your help!

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.
- We also ask you to wash / disinfect your hands regularly.
- A distance of 1.5 meters is always maintained in all public hotel areas among guests and employees.
- Disinfectants are available for you at various locations.
- 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 and ski passes / hiking cards are disinfected before they are handed over to the guest.
- At the front desk, plexiglass panels facilitate communication between guests and employees.
- Protective masks can be obtained at the reception for CHF 2.00 each.
- We ask you to plan a credit card payment for the check-out.
- If you unexpectedly develop flu symptoms, coughs or fever before your arrival or during your stay, we ask that you notify us immediately.

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, cinemas, train stations, restaurants and hotels. In catering establishments such as bars and restaurants, guests are only allowed to take off the mask when they are seated 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.

Dinner

So that you can still enjoy a fine dinner during your stay with us in Arosa, we can offer you the following options:

- Our chef Christian Mevissen and his team will create a fine 3-course menu for you on selected evenings, which we will serve you as our hotel guests at 7.00 pm. If you have not yet made a reservation, we will be happy to accept it by 12.00 am at the latest for the evening in question. Attention, limited number of seats! Our hotel bar is open until 11.00 pm, exclusively for hotel guests.
- In the period from 26th of December 2020 until further notice, we will be expanding our culinary offer with our partner restaurant Vetterstübli. The Vetter team spoils you with fine dishes, which you can choose "a la carte". Reservations are possible from 5.30 p.m. to 8.30 p.m. For this too, we are happy to take your reservation by 12 am for the respective evening.
- In Arosa, various restaurants offer great take-away deals, which you can pick up or deliver to the BelArosa and enjoy in your suite.

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 pool is open to a limited number of hotel guests. The number of permitted persons is clearly visible before entering the respective room.
- External guests are currently not allowed in our adventure pool or the Sauna area so that there is enough space for our hotel guests.

General information

Arosa Bergbahnen (mountain railways)

Special buffs as mouth and nose protection in the Arosa Lenzerheide holiday region are available e.g. at the hotel reception or in Carmenna Sport.

You can find more information about the Arosa Bergbahnen protection concept [here](#).

We also recommend that you purchase your ski tickets online in advance. The tickets are therefore not only cheaper (at least 6% cheaper than at the mountain railway ticket offices), but you can also use the rotary wheel at the mountain railways without waiting. Click [here](#) to go to the Arosa Bergbahnen online ticket shop.

Gastronomy

Due to the closure of all restaurants in Switzerland until January 22nd, many restaurants in town or on the slopes switched to take-away operation. A wide range of food and drinks awaits you. This means that during your day of skiing, food is also provided on the slopes.

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, 7th of January 2021 / This protection concept is continuously updated in the event of new requirements at federal or cantonal level.