
A

Arrival

We will be happy to bring your luggage to the entrance of your room. If you are arriving by train, we will be happy to pick you up at the train station in Zuoz. Here, too, we follow the instructions from the BAG, by transporting fewer guests per trip and wearing face masks. While in the bus, our guests are also required to wear a face mask.

B

Bar

The bar is currently open from 10–23. We will gladly bring the menu to your table, but you also have the option of viewing it digitally with a QR code. Food and drinks can only be consumed while sitting.

C

Cinema

The official cinema screening is currently canceled due to official regulations. If you would still like to watch a film with your family, then choose a film at the reception and we will switch the cinema on for you. Performances within the same family (same household) are allowed.

H

Hamam

Our Hamam is open daily from 11–21.00. As social distancing also applies here, we ask that you please sign up at the reception for YOUR timeslot. This way you can enjoy your visit safely and relaxed.

Hygiene Measures

Our employees are continuously and intensively trained on the current situation. The frequency of cleaning in our public areas has been increased.

I

Informationen

You are welcome to download all information, as well as the A–Z, from our online guest folder via the App (TWEEBIE). The QR code can be retrieved at the reception. We are currently only allowed to serve house guests in the restaurant, at the Red Bar and on the terrace.

K

Kids Club

The Kids Club is open for healthy children who are 3 years and over from 12.15–21.00, in low season from Wednesday to Sunday, and during school holiday periods daily. We ask parents to wash their children's hands before entering the club and then give them over to the caretaker. Please do not bring toys or stuffed animals. Our employees in the Kids Club are instructed to regularly clean and disinfect door handles, toys, etc. The rooms are also regularly aired out. Parents and children from 12 years are currently not allowed in the Kids Club. Thank you for YOUR UNDERSTANDING! The Kids cinema will be taking place as usual from 19.30–21.00.

M

Mask Mandate

While in the public spaces of the hotel, masks are compulsory for all guests and employees (children, 12 years and over). As soon as guests sit down at the bar, in the restaurant or on the sun terrace, masks no longer have to be worn.

R

Restaurant / Dining Room

During breakfast as well as dinner, we will personally accompany you to your table. If we are serving other guests, please wait at the restaurant entrance. We are happy to treat you in the morning from 7.30–11.00 with a mix between *à la carte* dishes and a breakfast buffet. You have the possibility of enjoying your breakfast either in the dining room or in the lounge / Red Bar. A maximum of 4 people are allowed at one table, except for families with a larger number of people (same household). It is generally recommended that no more than 2 households mix. We will be serving dinner in two shifts at 18.00 and 20.15.

Roomservice

When cleaning our guest's rooms, we consciously touch your personal belongings as little as possible. The cleaning process takes place with open windows and only when you are not in the room. If you wish to waive this service, please hang the appropriate card on the outside of the door.

S

Sauna

Our sauna is available to you 24 hours a day, as usual. We ask that you book in advance at the reception, as we need about 1.5 hours to achieve the right operating temperature.

Ski Resort Engadin St. Moritz

The Engadin St. Moritz winter sports areas are open as usual. When standing in line, distancing and masks are compulsory. Masks are also compulsory on the gondolas and ski lifts. Restaurants in the ski areas will remain closed until further notice. Some restaurants offer take-away without seating. As usual, ski tickets can be purchased at the reception.

T

Terrace

During nice weather our sun terrace will be open at 12.00. Also here, we will bring you the food and beverage menus to your table or you can also use the QR code.

General Info

As briefly mentioned in the introduction, we have implemented the current requirements of the Federal Office of Public Health (FOPH) as well as Hotellerie Suisse. Despite these challenging times, we are sure that we can master this situation wonderfully, with a smile and a twinkle in our eyes. We thank you in advance for supporting us in this process and helping to make your stay with us as relaxed and safe as possible.

Disinfection stations can be found throughout the hotel and small disinfection bottles are available in the rooms. Protective masks are available upon request at the reception.

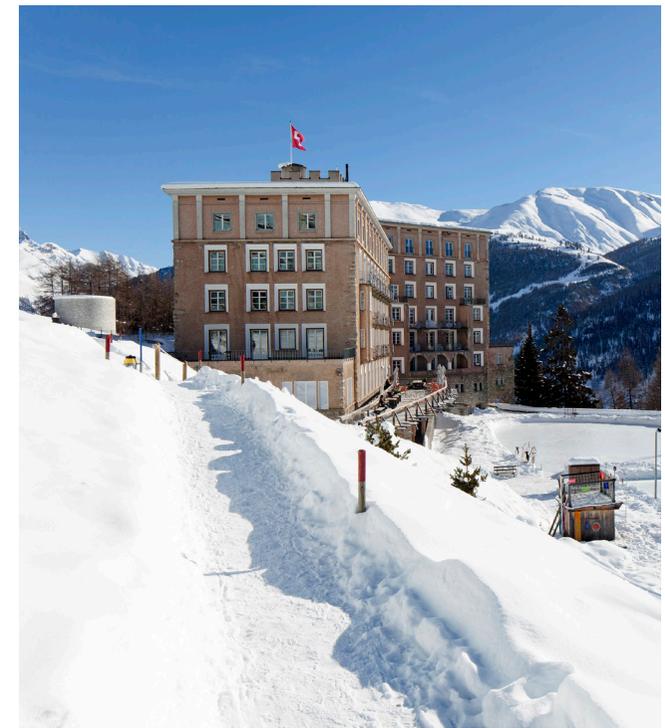
Whenever possible, we maintain the specified 1.5 meter distance.

If you develop flu symptoms during your stay or have a respiratory illnesses, we ask that you inform us immediately so that we can be contact with our family doctor.

We thank you for
YOUR UNDERSTANDING!

We are pleased to welcome and indulge you as our guests. So that you can enjoy a carefree stay with us, we have developed and implemented a comprehensive protection concept with our employees.

The most important information can be found in this short **Covid „A–Z“** overview. If there are any further questions or a need for clarity, we are personally here for you.



WELCOME TO THE
HOTEL CASTELL
ZOUZ