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## 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.

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## B

### Bar

The bar is currently open from 10 am–12 pm. Thank you for consuming your food and drinks while seated.

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## C

### Cinema

Our attractive program put together by Trigon Film in Baden will run as usual. We ask you to keep the distances there as well and to wear a mask. You will find the program at the reception or in your room.

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## H

### Hamam

Our Hamam is open during the week from 1–9 pm, and on weekends from 11 am–9 pm. 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.

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## 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.

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## K

### Kids Club

The Kids Club is open for healthy children who are 3 years and over from 12.15–9 pm, 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. The Kids cinema will be taking place as usual from 7.30–9 pm.

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## M

### Mask Mandate

While in the public indoor 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 or in the restaurant, masks no longer have to be worn. Masks are no longer required on the sun terrace.

### Mountainbikes

We will be happy to take your reservation at the reception. There are four options available to you:

1. You can use the black Cannondale bikes free of charge.
2. Our popular fullys of the Swiss brand Bold are also back. The rent is CHF 25.–/person.
3. New we have also fullys of the brand Cannondale in our offer. The rental fee is CHF 50.–/person.
4. E-bikes from Cannondale can be rented for a rate of CHF 55.–/person (range approx. 60 km).

After use, the bikes are cleaned and disinfected again.

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## R

### Restaurant / Dining Room

We are happy to treat you in the morning from 7.30–11 am 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. We will be serving dinner in two shifts at 6 and 8.15 pm.

### 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.

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## 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.

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## T

### Terrace

During nice weather our sun terrace will be open at 12 pm. Consumption is also allowed while standing and masks are no longer required.

## 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