

Coronavirus Guest Information

Saturday, 17 October 2020

Dear guests

Of course, we stand behind the decisions of the Federal Council. The health of everyone is more important than anything else. In these times, it is not only important to think of oneself, but also to show solidarity with the possibly more vulnerable fellow human beings.

In the following we would like to introduce our security concept to you. Please note that this concept is constantly being adapted to the regulations of the Federal Office of Public Health and the Canton of Valais.

These are the most important measures:

General:

- **It is mandatory to disinfect your hands when entering the hotel, it is also mandatory to wear a mask.**
- We kindly ask you to refrain from visiting us if you have had - in the last 10 days - symptoms of a cold, fever and/or cough or if you do not feel generally well.
- Keep the minimum distance from other guests and employees.
- Hand disinfectant dispensers are placed in the public areas.
- Employees are required to wash and disinfect their hands after every contact with guests.
- Door handles, elevator buttons etc. are disinfected several times a day.

Reception:

- A Plexiglas panel has been installed at the reception desk.
- Brochures can be issued on request.
- Newspapers are unfortunately not available.
- If possible, please pay with card.
- Room keys are disinfected after departure.

Breakfast:

- **We offer a breakfast-buffet but therefore it is mandatory to disinfect the hands when entering the breakfast area.**
- **It is mandatory to wear a mask.**
- The tables and chairs are disinfected after each guest change.
- There are no table spices on the tables.
- Coffee and tea in self-service, a dispenser with disinfection papers is available.

Room:

- Maids protect themselves when cleaning the rooms.
 - Please leave as few items as possible to facilitate the cleaning process.
- Room cleaning can also be suspended on request.

Wellness:

- Our wellness centre is open from 16:00-19:30 hours.
- The facility can only be used by appointment.
- The number of persons is limited to a maximum of 16.
 - A maximum of 2 persons are allowed per sauna.
- In the relaxation room, the number of deckchairs is reduced.
- There is no cloakroom available, please change and go directly from your room to the wellness area. Please take a shower in your room before.
- Used towels can be thrown into the provided box at the reception.

Further information on travel regulations can be found on the websites of the FOPH and WHO.

We wish you and your loved ones all the best and look forward to seeing you again soon at our Hotel Alex.

Best wishes from Leukerbad

The Gentinetta family