

COVID-19 GUEST INFORMATION

This is the current situation in Zermatt from 29 October 2020:

Dear guests

The whole of Zermatt's mountain railway and cable car infrastructure is still available to guests this winter – combined with the necessary safety precautions to ensure the health of guests and employees.

Compulsory use of masks

People over the age of twelve must wear a mask in these places:

on public transport (trains, buses, railway stations, bus stops)

on all cable cars (gondolas, chair lifts, ski lifts)

in waiting areas

in publicly accessible indoor spaces

at indoor workplaces

outside establishments and facilities (e.g. outdoor areas of shops, event venues, terraces of restaurants, markets)

in busy pedestrian zones and wherever the required distance (1.5 m) cannot be maintained in public spaces

Closed establishments

The following establishments must remain closed:

discos and nightclubs

entertainment and leisure facilities (cinemas, museums, libraries, fitness centres, public swimming pools, etc.)

Rules for restaurants

The following rules apply to restaurants and pubs:

They must close at 22:00 hrs every day.

Food and drinks may only be consumed while seated, both indoors and outdoors.

No more than four people are allowed to sit at a table in restaurants and bars, with the exception of parents with children.

A distance of 1.5 metres is required between tables and between customers or groups of customers sitting at the bar and between these and areas where drinks or food are prepared.

Contact data must be collected by a digital application (contact tracing).

Quarantine rules

In the following cases, persons must be placed in quarantine:

in case of contact with a person with Covid-19 disease

after arrival from a country with a high risk

Meeting rules

The following meeting rules apply:

Meetings of more than ten people are prohibited - in public and private settings.

Visits to hospitals and nursing homes are prohibited.

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Hygiene rules

The following hygiene and social distancing rules must be observed:

Keep the distance of 1.5 metres to other people.

Wear a mask if it is not possible to keep your distance.

Wash your hands thoroughly.

Avoid shaking hands.

Cough and sneeze into a paper tissue or the crook of your arm.

If symptoms occur, stay at home and call a doctor.

Always call ahead before going to the doctor's or the emergency department.

Your health and well-being have always been our top priority. We consistently follow government guidelines and the advice of the health authorities.

These are the protective measure we define in our hotel:

- Check-In: Request for documents by email to provide a quick and easy check-in
- Thorough training of each staff member in terms of preventive measures and compliance with health regulations in the workplace
- Hand-sanitizer dispensers available in all areas open to the public and in all staff area.
- Masks are available for our guests if needed.
- Minimum distance maintained during each interaction
- Regular disinfection of common areas
- Masks worn by teams in both the kitchen and dining areas
- Required minimum distance maintained between tables
- Option of viewing the menu via the QR code on the table
- Printed menus (plasticized and disinfected after each use) available on request
- Daily disinfection of the rooms
- Disinfection of treatment rooms and fitness equipment
- Masks worn by all therapists
- Masks provided for clients who wish to wear one

We will be glad to answer any questions you may have regarding Covid 19 and the measures implemented in connection with it.

For more information, please visit the website of the Swiss Confederation:

www.bag.admin.ch

www.ufsp-coronavirus.ch