

For a safe and carefree holiday

## Health & Wellbeing

Dense forests, clear lakes and fresh mountain air: Grindelwald as a travel destination offers not only pure nature but also safety and a good health system. As a tourist service provider, we also take special measures to protect our guests and ensure that they have a pleasant stay in Switzerland.



The "Clean & Safe" campaign is supported by Switzerland Tourism. The implementation of and compliance with the protection concepts is the responsibility of the individual service providers.

Your safety and well-being are very important to us and have top priority in all our planning. That is why we have developed a comprehensive hygiene concept that takes into account all BAG (Federal Office of Public Health) guidelines, so that you can feel safe with us as usual.

**If you have symptoms of CoVid-19 disease, please stay at home and contact us as soon as possible.**

Thanks to the good accessibility, we can be reached comfortably, easily and safely by car, which gives you a lot of planning security at the present time.

Please also note our modified [cancellation conditions](#): Reservations made directly with us or via our homepage can be cancelled or postponed free of charge up to 5 days before arrival.



This is how we ensure that you feel safe with us and can enjoy your holiday to the full:

**Covid-19 certificate requirement**

- You don't need a Covid-19 certificate just for the overnight stay
- In the following areas you can "only" enter with a Covid-19 certificate:
  - Caprice SPA & Fitness room (2G+) Persons with vaccination or convalescence certificate and additional test certificate
  - Breakfast room (2G) Persons with vaccination or convalescence certificate
  - Hotel lobby (2G) Compulsory seating during consumption
  - Hotel terrace (3G) Persons with vaccination or convalescence certificate or Test certificate
  - Hotel garden (3G)
- For guests who want to be tested, a testing infrastructure is available in the Grindelwald Terminal and on the Eiger+ Square.

**Walk-in centre for COVID-19 test in Grindelwald terminal**

<https://www.portmann.ch/testcenter-apotheke-standort-grindelwald>



**Eiger+ Square:**

important to book a test appointment in advance online at <https://www.coopvitality.ch/de/info-covid19> book.



**Masks are compulsory in all rooms accessible to the public.**

- The mask requirement applies indoors. We also recommend that you always wear a mask if you cannot keep the distance of 1.5 metres and there are no barriers such as partitions.
- Of course, the obligation to wear a mask does not apply in your hotel room, but as soon as you leave your room.

**At the reception**

- Quick and low-contact check-in:  
Your details will be entered into our system in advance, for this reason please fill in all the requested fields when making your room reservation. Upon arrival, everything is then ready for you, including a disinfected room key card, to ensure a relaxed start to your holiday.
- Your check-out is contactless and you can pay with all major credit and debit cards.

### In the hotel sector in general

Our happiness - your safety advantage: The "Caprice" has enough rooms and areas where you can feel comfortable and do not need to get too close to the other guests.

- Hand sanitising stands are placed throughout the hotel area
- All public areas such as toilets, reception hall, restaurant, kitchen and wellness area are cleaned regularly
- As a hotel guest, you will receive a hygiene mask and gloves (for a fee) at our reception upon request.
- Handrails and light switches are also regularly cleaned and disinfected; our lighting works contactlessly via motion sensors in almost the entire guest area.

### In the hotel room

- Before your arrival your room will be disinfected
- All rags and cloths are washed after each room cleaning.

### In the breakfast room - Covid19 certificate obligation (2G)

You can now enjoy our breakfast with even more service:

- Disposable gloves are available free of charge and we recommend that all guests wear them at the buffet.
- We will provide all food on the breakfast buffet n.m. in portion size, where it is not possible we will fill portions and provide them hygienically.

### In the Caprice SPA - Covid19 certificate obligation (2G+)

- Our Caprice SPA offers the best conditions for relaxation after an active day in Grindelwald - the certificate obligation (2G+) applies.
- Guest groups and / or families (arrival & departure together) do not need to keep the 1.5 metre distance, please note that different guest groups should not mix.
- As access to the Caprice SPA is only possible with a valid certificate, compliance with the minimum distance can be waived. We recommend our guests to keep the minimum distance if possible.

### Employees

- Our staff have always received comprehensive and regular training. Now the training also includes the necessary hygiene measures, such as the use of face masks and gloves, thorough hand washing etiquette and other cleaning and disinfection measures in the house.

Grindelwald, 21 December 2021/AG

