



# GRAND RESORT BAD RAGAZ COVID-19 POLICY

## Your health is our concern

Extraordinary times require extraordinary measures. That's why we have adapted our services for your health and safety. With the greatest care, attention and open hearts, we accompany you as your host during your stay and create human closeness despite social distance.

Under the direction of our Medical Director at the Medical Center, Dr. med. Stefan Küpfer, we do everything to protect your health. Your well-being and our five-star promise are in line with official regulations and are the focus of our activities. So that you can continue to immerse yourself in wellbeing in a safe surrounding.

### **Our protection concept for your safety**

For your personal safety and that of our employees, we have defined the following protection concept for the reopened services. This concept is continuously adapted to the recommendations and requirements of the Federal Office of Public Health (FOPH) and the cantonal guidelines. The most important of these measures are:

- Protection concepts have been developed for all business areas in the Grand Resort Bad Ragaz in accordance with the resolutions of the Federal Council, the specifications of the Federal Office of Public Health and the respective industry associations.
- All employees who deal with guests or patients for more than a quarter of an hour and closer than 2 metres (doctors / therapists / hairdressers / beauticians) wear protective masks when in contact with guests or patients. Guests and patients are also requested to wear a mask when doing so.
- Plexiglass panels were installed in the reception areas.
- Hand disinfectants have been placed in all public areas.
- In the area of all restaurants, employees are required to disinfect their hands every time after clearing dishes.
- Employees of the cleaning teams are required to wear gloves at all times during their work.

As a further preventive precautionary measure to limit the further spread of the coronavirus, we kindly ask you to refrain from visiting the Grand Resort Bad Ragaz if you have not felt healthy in the last 10 days or if you have acute symptoms such as fever and/or cough and cold symptoms.

### **International guests**

For up-to-date information on safe travel and travel regulations, please visit the websites of the FOPH and WHO.

### **Overview of all services**

In order to keep you fully informed, we have compiled the following overview of the situation at the Grand Resort Bad Ragaz. This is continuously adapted to new developments.