

WALDHOTEL AT BUERGENSTOCK RESORT COVID-19 POLICY

The Resort's own clinic embedded in the Waldhotel Health & Medical Excellence with its specialized doctors, health care personnel and pharmacy, allow Burgenstock to assure all their guests, partners and employees of all necessary measures to mitigate the spread of Sars-CoV2.

Under direct guidance from their Medical Director, Prof. Dr. Verena Briner, the below operations, health & safety measures were implemented being consistent with their already high standards around hygiene, sanitization and cleaning as well as implementing additional measures based on the guidance of local health authorities and WHO recommendations.

In room & public areas measures

For protecting their guests and employees they remind you to keep the six feet required distance at all time. You will be welcomed and assisted by one Guest Service Agent per desk area at a time which is why your patience is highly valued.

Hand sanitizing stations are located for your hygiene in the lobby area.

Group gatherings of more than 5 persons are not recommended in any of the resort area. This measure applies to both indoor and outdoor resort's premises. For your comfort and safety, three elevators are at your disposal to avoid any groups.

The housekeeping team takes permanently care to disinfect handrails, doorknobs and the elevators' areas for your safety and health. Same attention is paid to all guest rooms, furniture and amenities.

Restaurants, Bar & Lounges

Please note the distance marking signage available in all the resort restaurants' entrances for arriving guests.

All resort restaurant & bar facilities are equipped with hand sanitizer stations at their entrances. Burgenstock kindly ask for your patience to be seated.

The seating capacity was revised and reduced options are available given the minim 2 meters distance between the guest tables.

All their teams are requested to obey to the general Swiss Federal Council regulations to wear masks and gloves while on duty.

Extended training programs were conducted and all their teams are requested to frequently hand sanitize after each contact with any unsafe surfaces.

Table reservations are staggered to offer the safest environment.

Wellness & Spa areas

All standards health & safety measures are followed thoroughly in all wellness & spa areas. Burgenstock ask for all your attention and self - discipline to ensure a minimum of 2 meters away from all other guests when in the pools, steam rooms and saunas.

All seating and relaxing areas have been adjusted allowing the necessary space between all chairs and lounges on both, indoors and outdoor terrace. Their team will constantly ensure to its best capacity that all such seating areas are fully sanitized after each usage. For your safety, no printed media will be made available.

They kindly ask hotel guests to change in their hotel room and come directly dressed with bathrobe at the spa to avoid overcrowded changing rooms. At this moment, no outside guests are allowed to access the wellness & spa facilities.

Refreshing stations remain available with only packed goods (no fruits) and hot tea served in proof-cleaned reusable glasses.

External guests are welcome for treatments by appointment only. All treatments require use of a mask by guest and therapist who disinfects/washes hands before and after every treatment.

They alternate treatment rooms to allow frequent sanitizing and fresh air after each treatment.

Guests showing symptoms are kindly required to stay safe at home.

Drinks can be ordered from their Verbena Bar and all food items are to be consumed in Verbena Restaurant directly, subject to the restaurant dress code requirements.

Prior registration at spa reception is required to regulate access in the fitness area which is frequently sanitized.

Group fitness activities are replaced until further notice by individual advice provided by their specialists.