



CASTELLO DEL SOLE  
ASCONA

## GUEST INFORMATION COVID-19

To the current information status as of Thursday, 16<sup>th</sup> March 2021

Dear guests

In compliance with the hygiene measures already taken, Castello del Sole has opened its doors to hotel guests on 26<sup>th</sup> March 2021. Please note that due to preventive precautions we offer our services exclusively for our hotel guests. External visitors are not allowed to enter the hotel in accordance with FOPH instructions.

All our hotel restaurants, bars and the Rustico del Sole are open. As usual, you can look forward to exceptional culinary delights.

We are also happy to be able to open the Castello SPA&BEAUTY and Castello Tennis with few restrictions:

- Swimming pool 8 x 25 meters, heated (indoor/outdoor), hydro pool, exercise pool with various massage jets and the whirlpool can be used freely, provided that a 2-meter distance is kept to other guests.
- No restrictions on treatments.
- In the hairdressing area only one guest is allowed at a time.
- The sauna area can be used provided that a 2-meter distance is kept to other guests.
- The fitness centre can be used with the necessary distance of 2 meters.
- Due to the current situation, we kindly ask you to reserve your place in the steam bath, sauna area, hydromassage and fitness.
- The tennis courts are also playable. The tennis hall is reserved for hotel guests only. The tennis instructor is in place, should you need further information.

The Castello del Sole Kidsclub is open. Our supervisors are trying to play as much as possible outside with the children.

Castello-La Spiaggia Samuele looks forward to welcoming you.

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THE LIVING @IRCLE LUXURY HOTELS FED BY NATURE





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We have defined our protection concept for your personal safety and that of our employees. It is continuously adapted to the recommendations and requirements of the Federal Office of Public Health (FOPH) and the cantonal guidelines. A selection of these measures is:

- All employees have received long-term training on the respective protection concept for their area of activity.
- Wearing protective masks is mandatory for staff as well as hotel guests.
- Each staff member takes a Covid spit test weekly and reports the results to the Head of Department. A record of the Covid spit test results is kept.
- All employees are given a fever measurement by the head of their department before they start work. Each employee is also questioned about Covid-19 symptoms.
- Plexiglas panels were installed in all reception areas. Nevertheless, the welcome and care is personal and not behind glass panes, of course respecting the 2-metre distance.
- Hand disinfectants have been placed in all public areas.
- All handles, operating buttons in the elevators, railings, counters etc. are disinfected thoroughly and frequently.
- Obligatory hand disinfection at all buffets.
- In all restaurants we will ensure with our table layout that at least 1.5-2 metres distance is maintained.
- The chambermaids and doormen work strictly with disposable gloves, which are used once per room. Protective masks are also worn.
- Wherever possible, a room will not be occupied for at least 48 hours after departure. A comprehensive basic cleaning with appropriate disinfection is standard.
- The elevators may only be used by several people at the same time, if they are family members or people from the same room.
- We kindly ask you to follow all hygiene rules exactly and to keep the social distance.
- If you as a guest have experienced corona symptoms such as fever, cough, no sense of taste and/or aching limbs in the 10 days prior to your arrival, we ask you to contact your family doctor before your arrival.
- If you experience any of the above symptoms during your stay, please do not leave the room and contact Mr Simon V. Jenny, General Manager. Our doctor will take the necessary steps.
- We also ask you to inform us immediately if you experience symptoms that indicate COVID-19 within 48 hours after the check-out (acute inflammation of the respiratory tract, cough, sore throat, breathing difficulties, fever of 38° C or higher, muscle aches, sudden loss of taste) or if you test positive for the virus.

For any further information, please visit the websites of the Swiss Confederation <https://www.bag.admin.ch> + <https://ufsp-coronavirus.ch>

General status 16.03.2021, conditional guarantee for completeness.

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