



CASTELLO DEL SOLE  
ASCONA

## GUEST INFORMATION COVID-19

To the current information status as of 9<sup>th</sup> September 2021

Dear guests

After the Federal Council decision on 8 September, the certificate requirement (from 16 years of age) also applies at Castello del Sole as follows:

Allowed for guests with certificate	Allowed for guests without certificate
Overnight	Overnight
Restaurants and Bars (in- and outdoor)	Restaurants and Bars outdoor
Roomservice	Roomservice
Castello SPA&Beauty	Kids Club
Pool	Tennis Outdoor
Fitness	
Kids Club	
Tennis in- and outdoor	

Of course, the hygiene measures already taken will continue to be adhered to. In the meantime, 86% of our employees have already been vaccinated.

In addition, the following points are in effect at the Castello SPA&BEAUTY:

- 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, obligatory wearing of masks for staff.
- 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 hydro pool may be used by a maximum of 6 people at a time.
- The fitness centre can be used with the necessary distance of 2 meters.

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 and his team are looking forward to welcoming you.

Castello del Sole • Via Muraccio 142 • 6612 Ascona • Switzerland  
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THE LIVING @CIRCLE 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 without certificate only in indoor areas.
- Each staff member who has no certificate, takes a Covid rapid test weekly and reports the results to the Head of Department. A record of the Covid spit test results is kept.
- All employees without certificate, 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.
- 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>  
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