



WALDHAUS SILS

A family affair since 1908



FEEL AT EASE AND ENJOY YOURSELF AT THE WALDHAUS SILS

THE WALDHAUS IN “CORONA” TIMES

“We welcome you – not with open arms this time, that would be tricky, but with open hearts.”

Winter season 2020/21: December 11 to April 11

How wonderful that you’re coming! Our hotel has been a hospitable and inviting place for 112 years; that has not changed in these turbulent times. However, all of us also have a joint responsibility for the health and safety of the many people who come together under our roof. We must all work together to ensure that the Waldhaus does not put anyone at risk.

We and our team have carefully considered how best to meet this responsibility and to implement the government’s guidelines. Here is where things stand **as of February 24th, 2021**. There may obviously be adjustments or modifications over time. And what has always been the case, is particularly true today: when you step into a hotel like the Waldhaus, you are more than a mere spectator of some show put on by the management and the staff; inevitably, you will become a part of our ‘production’ and its life, with a role and responsibilities of your own.





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ARRIVAL

- If things don't feel right or you have some symptoms that make you worry before you even set out, it is wise not to travel in the first place.
- To avoid having to spend too much time waiting for your room, we recommend that you arrive no earlier than 2 p.m. Our housekeepers will always do their best, but we cannot promise that rooms will be available before 3 p.m.
- As always, we will be happy to meet you at the St. Moritz train station if you arrive by train. Our van seats 8, but currently we will limit the number of passengers to 6, plus the driver. Masks are required. If you need one, the driver will have masks available.
- Valet parking will observe hygiene safety procedures. Of course, you are free to park your car on your own, if you prefer.
- We will refrain from shaking hands and will be mindful of the need for physical distancing.
- You will find strategically placed hand sanitizer stations throughout the hotel, and will receive a 'courtesy' vial of sanitizing gel upon your arrival.

FACE MASKS MANDATORY IN PUBLIC AREAS

- A general mandate to wear face masks will apply in all public indoor areas in Switzerland, except for children younger than 12. This also applies to all public spaces in the Waldhaus. Masks may only be taken off when sitting at a table. Thank you for your understanding and cooperation.
- "Unprotected" is no option. A hotel brings so many people together. That is a heavy responsibility. If you have a dispensation from wearing a mask, we urgently ask that you wear another form of mouth-and-nose-protection (such as a visor)

AND IN PUBLIC TRANSPORTATION

- All passengers, except children younger than 12, are required to wear face masks on trains, buses, streetcars, mountain railways and cable cars, on public boats and on public horse-drawn coaches.

ROOMS

- Making your room, and at turndown service, our housekeeping staff will clean your room twice a day. They have been carefully trained to meet the current more stringent hygiene standards. Please note that their work may take longer than usual.
- For your protection and that of our staff, it is important to air out your room regularly and thoroughly.
- All hotel linens are washed at 90° C (194° F) in our in-house laundry.



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FOOD AND BEVERAGES

- The tables in our restaurants, bar and in the great lounge are now farther apart.
- Our cooks rely heavily on local products, many of which we get from nearby farmers and producers. Food is processed and prepared in accordance with the most stringent hygiene safety protocols.
- The breakfast buffet (7 to 11 a.m.) has been adjusted to the current situation. Items are proportioned wherever possible, and a part of the buffet will be staffed rather than self-service. If you prefer to avoid the buffet altogether, we will gladly serve you at your table.
- Dinner hours have been extended, ranging from 6:15 to 10 p.m., as social distancing would be rather difficult if we had (almost) everyone come and eat at once. Do you have a preference for a certain time, such as particularly early or particularly late (maybe even right at 6:15 p.m., or only after 8 or so)? You would do us a service **if you could tell us a time in advance**. But do not hesitate to let us know if you would rather not commit yourself to a specific time. We are glad for your help, but not at the cost of your own comfort and convenience.
- Of course, there is room service – for breakfast, lunch and dinner or for coffee and cake.
- No theme buffets, gala dinners or the Chef's Table will take place until further notice.
- The following additional restrictions currently apply in Switzerland: No more than four people of maximum two households may sit at one table in restaurants and bars, with the exception of families with children staying in the same household. Restaurants and bars must close at 11 p.m.
- The Federal Council has ordered all restaurants to be closed altogether to outside visitors, until the end of February. Resident Waldhaus guests can still be served. For off our premises, we could pack you a lunch, and there are a few take-out options in the region.
- This also means that you cannot invite external guests to the Waldhaus.
- Have “a night out” without leaving our premises? For resident guests, Gigers, our new restaurant, is generally open on We./ Fr./ Sa. Evenings, and our Arvenstube restaurant every night. See our Daily News for exceptions and detail



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CHILD CARE

- Our regular child-care service is available at the children's club. Hand sanitizer is available in the playroom. Toys and play areas are regularly disinfected.
- For the time being, the Thursday tradition of children making their own pizzas in our main kitchen is suspended; but children are still welcome to enjoy a pizza together on Thursdays.
- What children had hoped and parents had feared: for the time being, no adults can be admitted to the Children's Club. Thank you for your understanding!

SPA, HAIRDRESSER, SPORTS

- For your comfort and safety, there are specific occupancy limits in the sauna, the steam baths, the gym and some other spa areas. Please consult the posted announcements. The spa is often busiest from about 4:30 to 6:30 p.m. and, in the case of the swimming pool, from 7:15 to 8:15 a.m. as well.
- Wearing a mask is mandatory throughout the spa area (see "public areas" above), except while you use one of our pools or take a sauna or steam bath.
- Masks are also required during treatments, as well as at the hairdresse's. They are available right there. Advance reservations recommended.
- Rather than being set up at different points throughout the Spa, drinks and refreshments are kept at the Spa reception desk.
- The indoor tennis court is open to hotel guests and ready to use.
- Skiing: Mouth/nose protection for persons aged 12 and up is required at all lifts in the ski areas (gondolas, cable cars, chairlifts, T-bars) and all of the indoor spaces connected with them. Neck warmer/face masks for this purpose are available for CHF 10. Corona safety protocol at ski areas: for details, see <https://www.corvatsch.ch/en/current-news/coronavirus/>



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CULTURAL EVENTS

- State restrictions currently ban all cultural events in Graubünden until further notice.
- As much as possible, we want to stay true to the rich and varied program of events we have planned for the winter, with all due health and hygiene safety procedures in place. For up-to-date information, see our website <https://www.waldhaus-sils.ch/en/veranstaltungen-sils-umgebung/>
- And, yes: there will be live music! (Although without dancing in the bar.) We will be entertained by the Waldhaus Trio in the great lounge and the bar. Performance times will be posted at the hotel.

ADDITIONAL MEASURES

- All members of our staff have undergone special, thorough hygiene training in line with the current guidelines.
- Surfaces, door handles and handrails are cleaned several times a day and regularly disinfected.
- We will air out our public rooms at regular intervals and have invested in a mobile air purification unit.
- Newspapers and fruit will not be available in public areas.
- In cooperation with the cantonal authorities, we regularly test our staff at the hotel for Corona on a voluntary basis. The program periodically prompts participants to complete on-line questionnaires and submit self-administered saliva tests.

AND FINALLY

- If you should experience any Covid symptoms during your stay, we will immediately put you in contact with our seasoned and skillful local MD, Lüder Kaestner. We would appreciate your sharing his advice with the management or the concierge at once, so that we, too, can react correctly. Please stay in your room. If you test positive and have to plan your journey home, we will do what we can to help.
- For information about crossing borders and general regulations in Switzerland, see: <https://www.ezv.admin.ch/ezv/en/home.html>
<https://www.bag.admin.ch/bag/en/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov.html>