

INFORMATION SHEET

For stays in the ERMITAGE & BEATUS Wellness- & Spa-Hotel

Dear guests,

The current situation with regard to the corona virus has necessitated certain restrictions and adaptations in our Hotels. Our staff are trained in the latest hygiene measures. We fully comply with the principles of the BAG/FOPH "protecting ourselves".

- **general**
 - since Monday 12.10.20 onwards it is compulsory to wear a hygiene mask in a public room in the canton of Bern
 - Mask obligation: in all areas of the hotel Front & Back of the house for hotel employees and guests.
 - we ask you to understand that at the moment we cannot receive guests with exemptions from the mandatory mask requirement!
 - Except during use: when resting at a seat/couchette and/or for a meal and eating or drinking, in a sauna, in the brine bath or sports pool, during water sports
 - other indoor sports activities are permitted if a face mask is worn.
- **Hotel**
 - Hand sanitiser is available for you at the Hotel entrances and at other key locations within the hotel.
 - Grouping is to be avoided: please maintain a sufficient distance to other people in public areas
 - Our Hotel (Main building) is only open for Hotel guests
 - External persons are not allowed to enter the hotel
 - Unfortunately, you cannot receive visits from external persons at the hotel!!
 - Public areas will regularly receive intensive cleaning and disinfection
- **Gastronomy**
 - The space between tables has been increased in the dining areas
 - The format of the breakfast buffet has been altered
 - We will not be offering themed buffets in the evening
- **Bathing and Wellness area**
 - The complete bath and wellness area is open exclusively for hotel guests
 - Guests must comply with the specified number of people per area/room
- **Massages and Treatments**
 - A slightly reduced service is expected
- **Arrival**
 - If you are experiencing flu-like symptoms, coughing or fever immediately before your arrival, we will unfortunately not be able to welcome you. If you have already paid, you will receive a voucher from us for the value of your booking
- **Departure**
 - Please try to pay with a credit card or Maestro card; cash is to be avoided where possible