

SCHUTZKONZEPT MOUNTAIN HOTELS

The protection concept applies to the Mountain Hotels of Davos Klosters Bergbahnen AG. The establishments comply with the measures listed below. All provisions of the ordinances and measures of the Federal Office of Public Health (FOP) for the control of the coronavirus (COVID-19) apply.

Basic rules

- Masks are compulsory in all indoor public areas. This mask obligation applies to all employees and guests in the Mountain Hotels. We also ask you to keep a minimum distance of 1.5 metres throughout the hotel.
- Our guidelines and the guidelines of the FOP must be followed at all times. We count on your personal responsibility and respect for each other.
- If symptoms of illness are present, travels should not be undertaken.
- We recommend the use of electronic payment options.

Covid certificate obligation:

- By using the restaurant for breakfast, the wellness area, the fitness area as well as the bar, the Covid certificate is checked once at check-in.
- The Covid certificate is checked by means of the "COVID Certificate Check" app.
 - The certificate is only valid with an ID (ID, passport, etc.). Our employees use the proof of identity (with photo) to match the name and date of birth with the information on the Covid certificate.
- Persons under 16 years of age are not required to show a Covid certificate.
- The Covid certificate should be valid for the duration of the stay. In case of a shorter period of validity, the guest has to present a new certificate at the reception.
- If the guest does not have a Covid app, a printed certificate with QR code would be necessary for verification.
- Hotel-only accommodation is also possible without a Covid certificate. The public areas such as the breakfast room, fitness or wellness cannot not be used.

Responsible person in the company: Ms Nadine Ettinger/Mountain Hotels Management

Personal hygiene of our employees:

- All employees of the Hotel & Resort wear a protective mask in all indoor areas.
- Gloves are obligatory for all cleanings and are changed after each room/cleaning.
- The hair is tied up at all times.
- A freshly washed uniform is worn every day.
- Hands are disinfected before and after any form of work.
- Staff are trained about the hygiene regulations of the FOP.
- Each member of staff takes a temperature check before start of work and the result is entered in a form and monitored by the management.
- Employees showing any symptoms are sent home immediately and instructed to contact a doctor and to continue to follow the FOP recommendation.

Public areas as the reception:

- Masks for mouth and nose are compulsory for all staff and guests in all indoor public areas of the hotel.
- All workplaces and areas, including the staircase and the elevator, are cleaned and disinfected several times a day. Gloves are worn during each cleaning.
- Each waste garbage bin is covered and emptied regularly.
- Separated lines have been installed for the safety of guests and staff.
- Key cards are disinfected at check-in and after check-out.
- Guests must disinfect their hands when entering the lobby.
- The area is regularly aired.

Public areas such as wellness, fitness and toilet facilities:

- Masks for mouth and nose are compulsory for all guests in the entire SPA area. Wearing masks in the steam bath or sauna is not mandatory. The minimum distance of 1.5 metres must be observed at all times.
- Cleaning and disinfection several times a day of all areas. Gloves are worn during each cleaning.
- Each waste garbage bin is covered and emptied regularly.
- The area is regularly aired.
- Guests must disinfect their hands or wash them with soap when entering the wellness and fitness area.
- The towels can be collected independently from the station and returned afterwards.
- We recommend that you change directly in your hotel room.
- A cleaning log is kept for the toilet facilities and they are cleaned regularly.
- The massage and beauty treatments are accessible to external guests even without a Covid certificate, by providing contact details (surname, first name, place of residence, telephone number). The contact details are stored for 14 days in accordance with FOP requirements and then destroyed. External guests wear mouth and nose protection at all times, even during treatment.
- The wellness and fitness area is still available to external guests upon presentation of a valid Covid certificate. The validity will be checked at the reception.

Public areas such as restaurant and bar:

- Masks for mouth and nose are mandatory for staff and guests in restaurants and the breakfast area. Our staff at check-in check the Covid certificate.
- As soon as guests are seated, the mask can be removed. As a rule, where the distance of 1.5 metres cannot be maintained, a mask must be worn.
- The mask requirement does not apply in the outdoor area. Guests without a Covid certificate who are in the outdoor area must wear a mask when they visit the indoor area (e.g. WC facilities, etc.). In the outdoor area, the groups of guests must be placed at individual tables in such a way that the required minimum distance of 1.5 metres between the individual groups is maintained.
- We ask all guests to disinfect their hands before serving at the buffet. Disposable gloves are also available free of charge.
- Cleaning and disinfection several times a day of all areas. Gloves are worn during each cleaning.
- The area is regularly aired.
- Every waste bin is emptied regularly.

Room cleaning:

Each occupied room is cleaned daily unless the guests do not want it or have called in sick.

The following regulations apply to the cleaning of the rooms:

- Daily cleaning of the entire bathroom including disinfection of high-touch items such as shampoo bottles, door handles, taps, hair dryer etc. The toilet is completely disinfected every day.
- Cleaning of the room (change of bed linen every 3rd day / on request or on departure).
- Vacuuming and dusting of the room including upholstered furniture.
- Daily disinfection of high-touch items such as remote control, bottle opener, safe, cupboard/room doors, window handles, minibar, etc.
- Tooth glasses are washed in the dishwasher upon departure. Glasses are washed by hand with washing up detergent during daily cleaning.
- The rooms are aired during cleaning.
- Guests' personal belongings are not touched.
- Gloves are worn throughout cleaning. After each room, the gloves are properly disposed of and changed.
- Rooms will not be cleaned when guests are inside the room.
- To avoid contact, guests may waive daily cleaning by hanging the "Do not disturb" sign. This sign is located behind the door.

Behind the scenes:

- Regular training of staff in accordance with all FOP regulations.
- The number of persons in staff lounges and break rooms is limited to 1 person per 4m². Work breaks are organized in a staggered manner. The distance of 1.5 metres must be observed.
- Each staff member has his/her own fixed workstation.
- Teamwork is only allowed if the minimum distance can be maintained or if the employees wear a mask.
- Work surfaces, machines, utensils, trolleys, and utensils are cleaned daily.
- Wherever necessary, "clean" and "unclean" zones are created, cloths and rags are washed daily at 95° and every waste bin is covered.
- Staff changing rooms and toilets are cleaned and disinfected daily.
- The protective measures (mandatory masks and spacing) are also applied when goods are delivered and for the disposal of goods and waste.

This protection concept is continuously adapted to the new regulations and controlled. We wish you a pleasant and relaxing stay in the Mountain Hotels. If you have any questions or concerns, you can reach us at any time by telephone on +41 81 417 67 77 or contact us by e-mail at hotels@mountainhotels.ch.

You can find further information on the protection measures and the current protection concept at any time at www.mountainhotels.ch/covid19.

This concept has been updated on 02 December 2021 based on the current requirements of the FOP.

Your Mountain Hotels Team