

# HOTEL ADULA

ALPINE | ACTIVE | AUTHENTIC



Flims, Schweiz

Your safety is our first priority.

**GUEST INFORMATION COVID-19**

# Warmly welcome to the Hotel Adula in Flims!

The Hotel Adula in Flims fully supports the decisions of the Federal Council in these turbulent times. Your health and that of our loyal employees is close to our hearts! We do our best so that you feel safe and comfortable with us and can leave us relaxed & refreshed. We are looking forward to pampering you, so that you will rave about your stay in Flims for a long time to come!

For your personal safety and that of our employees, we have decided on the following measures in the house and adapted the rules beyond the given guidelines:

## General:

- In the entire Hotel Adula and in the Soldanella guest house, the certificate obligation (**2G vaccinated or convalescent**) applies to all persons from 16 years of age. This applies to hotel guests, restaurant and spa and fitness visitors. Please show your Covid certificate and ID when entering the hotel.
- **At LA MIRA Wellness and Spa, 2G+ applies** (vaccinated or recovered and additionally tested or boosted).
- Guests from abroad must present a negative PCR test result when crossing the border. Guests who do not comply with this measure ordered by the Federal Council on their own initiative must be reported to the canton and will be fined. We recommend the test station "medic2go" in Flims, details see below. On weekends the pharmacy in the Stenna Center is open.
- Despite the certificate requirement, we still recommend wearing a mask indoors - except in the restaurants/bar.
- Our Adula team also adheres to the certificate requirement and still wears masks. Handdesinfektionsmittel wurde in allen öffentlichen Bereichen des Hotels angebracht.
- Safety distances are still maintained everywhere and controlled by our employees. Please avoid mixing different groups of guests.
- High-touch surfaces such as the reception desk are always disinfected.
- Hygiene and safety measures are regularly adapted from the latest recommendations of the Federal Office of Public Health and the Canton.
- The team of the Hotel Adula follows attentively the recommendations of the Federal Office of Public Health and implements the obligatory measures also in the leisure time.

### **Restaurants:**

- Menu cards: On each table you will find QR codes. Open the photo mode of your smartphone, read the QR code and open the link to read the menu cards.
- To be able to guarantee the safety distances in our restaurants La Clav and Barga, we reserve two mealtimes (18.00 & 20.30) in case of good hotel occupancy.
- We now offer our breakfast in two rooms. Thus, the specified distances can be observed.
- Service employees regularly clean or disinfect their hands, especially while serving our guests.
- All rooms are ventilated regularly.

### **Rooms:**

- We have worked on a new digital solution for you to offer you all the information you usually find in your room. When you log in via WLAN, you can now access our **digital guest folder** with lots of information about all opening hours, spa offers and much more. You can also book an appointment or a table directly online.
- Our housekeeping team wears gloves and mouth/nose protection during all working hours.

### **Spa & Wellness:**

- The spa offers such as sauna, relaxation room, brine pool no longer have a limited number of people.
- Masks do not have to be worn during spa treatments. Our employees, as already mentioned, continue to protect themselves with masks as a double protection (despite the obligation of the staff to be certified).
- In the gym and fitness classes, the masks may be removed at the observed intervals.

### **Events:**

- Events at the Hotel Adula are also subject to the certificate requirement.

**Important:** If you have not felt well in the last ten days or are currently suffering from fever, cough, or other flu symptoms, please stay at home and visit us at Hotel Adula at another time.

**Cancellations:**

- If you have booked a room with us, you can cancel it or postpone your stay free of charge up to two weeks before arrival. Please note that a refund of the cancellation costs is not possible within the 14 days before arrival. In case of a current positive Corona test result, you may of course also cancel the room free of charge and redeem the value credit for a subsequent stay within one year.

However, we recommend that you take out travel cancellation insurance

**Information about Covid testing opportunities in Flims:**

If you would like to take a Covid-19 test before you go home, we recommend the Medic2go in Flims. The test is uncomplicated after a telephone registration. If you have any questions, you can also send them directly to the Medic2go team via WhatsApp chat:

- Telephone appointment for test: +41 (0)81 531 13 13.
- WhatsApp chat for questions: +41 (0)78 616 38 00

Or the Coop Vitality pharmacy in the Stenna Center in Flims Tel. 058 878 87 10.

For up-to-date safety information, travel regulations as well as quarantine instructions, we additionally ask you to consult the FOPH and WHO websites.

We wish you all a pleasant and safe stay with us!

Kind regards

Paul Urchs, your host and the whole Adula team